

CS Error - Unable to start Patient - Med Description Could Not Be Found

Article ID: KB0011661

Created: 2025-03-11 20:23:19

Updated: 2025-03-12 00:34:52

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/47ebc2711bee2190f591edb8624bcb10',

'value': '47ebc2711bee2190f591edb8624bcb10'}

CHAIRSIDE® Error - Unable to start Patient - Med Description Could Not Be Found

Purpose: Follow this procedure when a user reports CHAIRSIDE® Error - Unable to start Patient - Med Description Could Not Be Found. This can occur in CHAIRSIDE® or CHAIRSIDE® Downtime Data Entry

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screen shot of the lab results in both CHAIRSIDE® and eCube Clinicals.

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Advise the user this is an existing issue with home medication being loaded into CHAIRSIDE® erroneously.

See excel sheet for list of medications that can cause this error message.

Medication List

5. Ask the user to go into Order Schedule Manager and move the medication to a non-treatment date.
6. If the issue is still present the user will need to mark the patient as absent to close the shift.
7. Advise the user they may need to discontinue the home med and order the In Center version to prevent a recurrence of the error.
8. If the issue is still not resolved, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-EUX-Help Desk-Clinical Java Review - L1

Published By: DTI-EUX-Help Desk-Clinical Java Review - L1