

NxStage - Transitional Care NxStage Orders to Chairside Integration Issues

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NxStage Transitional Care – Pilot Clinic Release – NxStage Orders to Chairside Integration Issues

Purpose: Follow this procedure when a user reports issue with NxStage Orders Integrating with Chairside.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screen shot of the Error.

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. This is only for integration issues between NxStage and CHAIRSIDE. This is a pilot program and only impacts the following clinics.

Clinic ID

Clinic Name

4429

Cape Girardeau

1258

Carbondale

7135

Centre West Springfield

4386

Cleveland Clinic East

1626

East Mobile

4699

Fire Mesa

100938

Home Dialysis of New Mexico

1437

Huntsville

9230

Nebraska Home

1611

North Suburban Dialysis/Sagus/Essex County

4805

Paducah

4430

Springfield Midwest

8508

Wichita Home

5. Advise the user to contact the support team:

R. Danyelle Hannum, BSN, RN, CHN

Sr. Director Clinical Technology

Office: 903-531-9498 x 320

Email: danyelle.hannum@fmc-na.com

6. Follow Resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

NxStage

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

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