# CS - Patient Listed More than Once

CHAIRSIDE® - Patient Listed More than Once

Purpose: Follow this procedure when a user reports Patient is listed more than once.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNShift NumberTreatment DateDetailed 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. Verify which instance of the patient they want to chart on and keep. Advise user to mark other instances as absent.

5. Once the shift is closed, an Absence and Hospitalization Assessment and an Alert in eCube Clinicals will be generated. Advise user the assessment will need to be marked as erroneous to address the Alert.

6. For additional information the user can contact their Clinical Technology Education Manager. https://content.intranet.fmcna.com/clinical-technology-education/team-contacts/

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TEAM CONTACTS

7. Follow the resolution process.

8. IF there is still an issue or please 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

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