

eCC: Unable to complete AKI comprehensive RN assessment – This Assessment is for AKI Patients only

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Title

eCC: Unable to complete AKI comprehensive RN assessment – This Assessment is for AKI Patients only

Purpose:

Follow this procedure when a user reports that user is unable to complete AKI comprehensive RN assessment and receive an error that states “This assessment is for AKI Patients only”.

Required Information to be documented in each Incident:

Contact Name/Number: Clinic/Facility Number: Patient Name and MRN Detailed Description of the issue and troubleshooting steps Screen shot of the Error(s)

Notes

AKI: Acute Kidney Injury, ESRD: End Stage Renal Disease

AKI Assessments can only be completed for patients that are currently AKI. AKI patients have their Chief Complaint listed as Acute Kidney Failure, and also have the symbol in eCC. Once a patient has transitioned to ESRD, attempting to chart AKI assessment will give the “This assessment is for AKI patients only” error in eCC.

Figure 1. eCC Visit screen, current Chief Complaint and AKI Symbol.

Figure 2. Chief Complaint Assessment

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported

Figure 3. Error Message when charting assessment

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Confirm with the user what the if the patient is currently AKI or ESRD. AKI assessment can only be completed for patients that are currently AKI.

5.

If patient is currently AKI:

Check the Chief Complaint field at the eCC Visit screen and most recently completed Chief Complaint Assessment, both should state Acute Kidney Failure. If either does not state Acute Kidney Failure, but End Stage Renal Disease, this is the cause of the issue.

To fix the issue, a new chief Complaint Assessment needs to be charted for the patient with correct information. This should resolve the issue, follow resolution process.

On occasion due to system issues, even if the Visit screen and Chief Complaint assessment both state Acute Kidney Failure, the user may not be able to chart the assessment. In this case, request the user to complete a new Chief Complaint Assessment for AKI. This should resolve the issue

If the above steps do not resolve the issue, follow the escalation process.

5.

If Patient is currently ESRD

An AKI assessment cannot be Completed for the patient. Inform the user that if the patient is now an ESRD patient, AKI assessment cannot be charted/completed.

However, if the user needs to chart an AKI assessment for historical documentation reasons, follow the below steps:

Mark the existing Chief Complaint assessment for ESRD as erroneous. Complete a new Chief Complaint Assessment for AKI Have the user complete their AKI Assessments Mark the newly created AKI Chief Complaint from step 2 as Erroneous Complete a new Chief Complaint assessment for ESRD for appropriate dates (recreate the assessment from step 1)

If unable to resolve the issue, follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals (eCC)

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

eCube Clinicals (eCC)

Escalation Process

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

Escalation Group

DTI-ADEX-Clinical Applications Support - L2

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