FMD – Indicator for Patient has completed 4 or more HD Treatments in a calendar week is not showing

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Fluid Management Dashboard – Indicator for "Patient has completed 4 or more HD Treatments in a calendar week" is not showing, but treatment detail view shows 4 or more.

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Indicator for "Patient has completed 4 or more HD Treatments in a calendar week" is not showing, but treatment detail view shows 4 or more.

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. Indicator for "Patient has completed 4 or more HD Treatments in a calendar week" is not showing, but treatment detail view shows 4 or more. Advise the user this calculation excludes UF ONLY treatments. Reminds them not to include those. The user can contact their CTEM for additional information.

5. If the user still shows a treatment discrepancy in the Dashboard, follow the escalation process.

6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Fluid Management Dashboard

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-ADEX-APPEX-Support L3

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