

eCC - OLC V Results

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Author: {'link':

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Category: {'link':

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OLC-V Results

Purpose: Follow this procedure when a user reports issue with OLC-V results. The source of the OLC-V was changed in May of 2017. The OLC-V is based off the mVt calculated when the Kt/V is run. The mVt is the average of the last four Vt values. Currently all Vt values are included but in the future any values that are out of bounds, +/-25% of the mVt, will not be included. Until this fix is released any out of bound values will take 4 months to be removed.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Detailed 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. The OLC-V is based off the mVt calculated when the Kt/V is run. The mVt is the average of the last four Vt values. Currently all Vt values are included but in the future any values that are out of bounds, +/-25% of the mVt, will not be included. Until this fix is released any out of bound values will take 4 months to be removed.

Any questions on Vt is calculations can be directed to

Regional Quality Manager Regional Clinical Technology Education Manager:

ClinicalTechnologyEducation@fmc-na.com Clinical Services

ClinicalServices@fmc-na.com Clinical Services Resource Line

877-567-6397.

5. If the user needs additional assistance please follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals

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

Clinical Services Initiatives

Published By: Clinical Services Initiatives