FMD – Missed Treatment not on Dashboard

Fluid Management Dashboard – Missed Treatment not on Dashboard

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Missed Treatment not on Dashboard. The user can contact their CTEM for additional information.

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. Advise user to confirm in eCube Clinicals if any of the following apply to the treatment:

Missed Treatments may have happened after 9 pm the day beforePatient may have rescheduled the treatment. Reschedules are not shown as missed.Missed Treatments may have happened on a day, on which patient was supposed to be taking treatment at some other clinic where patient was transferred (based on open admissions).Missed Treatments may have happened before or after patient's admission duration (begin and end date) in the clinic.Missed treatment was not in the schedule of the patient as defined in schedule assessment, then missed treatments will not be shown.Patient might have completed treatment on the same day in some other clinic

5. If the user states that none apply to the patient treatment, 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

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