

FMD – Patient not showing as Patient is in action group

Article ID: KB0011821

Created: 2023-05-24 20:04:52

Updated: 2023-05-24 20:06:52

Author: {'link':

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Fluid Management Dashboard – Patient not showing as Patient is in action group

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Patient not showing as Patient is in action group. 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 this label is applicable ONLY to rolling 4-week reporting period and not to the rolling 1 and 2 weeks. They can contact their CTEM for additional information.
5. If the user states the report is not correct, 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

Published By: DTI-EUX-Help Desk Clinical App Support