

FMD – Plasma Refill on the Treatment Detail All Blank

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Fluid Management Dashboard – Plasma Refill on the Treatment Detail All Blank

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Plasma Refill on the Treatment Detail All Blank.

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. Advise user the Plasma Refill is for clinics using CritLine. The system administrators are planning to hide this row. This is on the list of improvements to be made but we do not have an implementation date at this time.
4. Please attach any referenced knowledge articles to the incident.
5. 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

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