

Acumen CHAIRSIDE® Data Import Issue

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Category: {'link':

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Acumen - CHAIRSIDE® Data Import Issue

Purpose: Follow this procedure when a user reports issue with importing CHAIRSIDE® Data into Acumen.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and document details in the ticket.
2. Please document the required information and troubleshooting in the ticket.
3. Please attach any referenced knowledge articles to the incident.
4. The CHAIRSIDE® application must be up and running and patients must be currently receiving dialysis for data to be imported. Ask the user the following questions and document the response in the ticket.

Ask the user if the CHAIRSIDE® application was up and running at the time, they attempted to import data?Is the patient currently in the chair getting dialysis, or was at the time the data import was attempted?

5. Ask the user if they have contacted Acumen Support team and document their response.

866.398.1474Email: support@acumenmd.com

6. Attach screen shot of any error message.

7. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Acumen

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-EUX-Help Desk-Clinical Java Review - L1

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