FMD – Patient Summary Detail Data Thresholds Appear in Red

Article ID: KB0011820
Created: 2023-05-24 18:52:20
Updated: 2023-05-24 18:53:35
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f', 'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/ad057f341b0b2d10e4f7eb10604bcba5', 'value': 'ad057f341b0b2d10e4f7eb10604bcba5'}

Fluid Management Dashboard – Patient Summary / Detail Data Thresholds shown in Red

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Patient Summary Detail Data Thresholds appear in Red. 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. Patient Summary Detail Data Thresholds show red when they go outside the established threshold.

Pre SBP > 160 - Red if >= 5# Post SBP > 140 - Red if >= 5# Current BP meds - Red if >= 3# Tx with Intradialytic Hypotensive (IDH) Episodes - Red if >= 3# PWV > +/-1 kg - Red if >= 3# of IDWG > 4% of EDW - Red if >= 3Missed Tx - Red if >= 1Shortened Tx - Red if >= 3Latest HbA1c Lab Result - Red if > 8.0Latest HbA1c Lab Date - Red if more than 3 months oldLast Monthly spKt/V Lab Result - Red if < 1.2

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-ADEX-APPEX-Support L3