

# CS - Downtime Data Entry – Unable to Mark Patient as Absent

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**Category:** {'link':

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CHAIRSIDE® - Downtime Data Entry – Unable to Mark Patient as Absent

Purpose: Follow this procedure when a user reports Unable to Mark Patient as Absent in CHAIRSIDE® Downtime Data Entry. Patients can only be marked Absent before treatment is started.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberShift NumberPatient MRNPatient NameDetailed 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 document the required information and troubleshooting details in the Incident.
4. Ask the user to verify if patient treatment was started.

If treatment HAS NOT started go to Step 4.If patient has been started in error, the patient cannot be marked as Absent. Please direct user to their CTEM, follow process outlined in CS - Patient Started in Error.

5. Confirm the patient has been selected. The radio button next to the patient name is illuminated when it is selected.
6. Once the patient is selected, the Absent option will be available as a session status option on the bottom of the screen.
7. If the user has further questions refer them to their CTEM.

<https://content.intranet.fmcna.com/clinical-technology-education/team-contacts/>

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8. Follow the resolution process.

9. If this does not resolve the issue, Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

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-EUX-Help Desk-Clinical Java Review - L1

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