

CS - Who put a CHAIRSIDE shift into Downtime

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CHAIRSIDE® - Who put a CHAIRSIDE shift into Downtime?

Purpose: Follow this procedure when a user reports CHAIRSIDE ® - Who put a CHAIRSIDE shift into Downtime?

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberDate of ServiceShift NumberDetailed 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 that once a shift is placed into Downtime it cannot return to Chairside and charting must be completed in the Downtime Data Entry application.
5. Refer user to their CTEM for training questions on the functionality of CHAIRSIDE or the Downtime Data Entry application. <https://content.intranet.fmcna.com/clinical-technology-education/team-contacts/>
6. Follow the resolution process.
7. If the user requests to know the individual that put the shift in Downtime, please 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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