FMD – Patient Treatment Detail Data Thresholds

Fluid Management Dashboard – Patient Treatment Detail Data Thresholds

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Patient Treatment Detail Data Thresholds. 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 Treatment Detail Data Thresholds in Patient Summary Detail thresholds.

Pre-Weight - Red if < EDWPWV - Red if > +/- 1 kgIDWG - Red if > 4% of EDWActual Weight Removed - Red if < Target Weight Removal GoalTx Time - Red if (Rx Time - Tx Time) is >= 15 minUFR - Red if > 13Pre-Sit BP - Red if SBP > 160 or if < 100Post Sit BP - Red if SBP > 140 or if < 100

Lowest Intradialytic Systolic BP - RED if any of the following conditions is met: (i) Patient's pre-tx sitting SBP >= 110 mmHg and then drops < 90 mmHg during the treatment OR (ii) Patient's Pre-tx SBP >=101 and <=109 AND has a 20 mmHg drop during the treatment

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

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