NxStage - Treatment Sheet data not flowing to eCube Clinicals

NxStage Treatment Sheet data not flowing to eCube Clinicals

Purpose: Follow this procedure when a user reports issue with NxStage flowsheet data not flowing to eCube Clinicals

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNPatient DOBNx2Me Center Patient IDDate of ServiceDetailed 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 required information and troubleshooting details in the Incident

3. Please attach any referenced knowledge articles to the Incident

4. Ask the staff to check that the Center Patient ID in Nx2Me matches the MRN in eCube Clinicals.

Steps to find Nx2Me Patient ID

User will need to log into nx2me.nxstage.comFrom the 'Dashboard' screen, click on the 'Patients' tab to get a list of all patients.Locate the patient in the list.

5. Compare the Center Patient ID in Nx2Me matches the MRN in eCube Clinicals these numbers should match. This can be updated in Nx2Me application.

6. Compare the Date of Birth in Nx2Me and eCube Clinicals. This can be updated in NxStage if needed.

7. Follow the resolution process.

8. If additional assistance is needed, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

NxStage

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-CACOE-Health Information Exchange HIE Support

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