

# PANELS – Missing Top Risk Factors for No Show or Hospitalization Risk Icons Widgets Indicators

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PANELS – Missing Top Risk Factors for No Show or Hospitalization Risk  
Icons/Widgets/Indicators/Insights

**Purpose:** Follow this procedure when a user reports issue with Missing Top Risk Factors for No Show or Hospitalization Risk Icons/Widgets/Indicators/Insights in PANELS

**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. Missing Top Risk Factors for No Show or Hospitalization Risk Icons/Widgets/Indicators/Insights in PANELS menu.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Advise the user these options were removed as of February 11, 2022.
5. Follow the resolution process.
6. If the user states the information is still needed to perform their job duties document this in the incident.

Advise the user the DTI Senior Leadership will be contacted to follow up.Email the following individuals about the incident reported from the user:

Ari Chompre: Ari.Chompre@freseniusmedicalcare.comTess Hetzel: Tess.Hetzel@freseniusmedicalcare.com

Follow the escalation process.

**Classification Requirements**

**Category**

**Software & Applications**

**Subcategory**

**Clinical Applications**

Service

PANELS

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-Care Team Hub - L2

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