

CS – ESA Last Medication Missing Medication Details

Article ID: KB0020516

Created: 2023-05-02 15:31:06

Updated: 2023-05-02 15:33:38

Author: {'link':

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Chairside – ESA Last Medication Missing Medication Details

Purpose: Follow this procedure when a user reports that in Chairside under Medications Tab, the entry for ESA Medication Last Given is either missing or incorrect.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic NumberPatient NamePatient MRNDetailed Description of the issue.Name of medication(s)Last Date of medication administeredScreenshot of Chairside Medication Tab documenting missing details.Screenshot of eCC showing Completed order for medicationScreenshot of eCC Clinical Summary Anemia Graph

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. Obtain screenshot of Chairside Medication tab.
5. Obtain screenshot of eCC showing date when medication was last completed.
6. Obtain screenshot of Clinical Summary showing Anemia graph.
7. Follow 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

Published By: DTI-EUX-FMC L1.5-Clinical App Support