CS – Remove Shift from Downtime

Chairside – Remove Shift from Downtime

Purpose: Follow this procedure when a user requests a shift be removed from Downtime and brought to Chairside.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed 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 the user that once a shift is put into downtime it cannot be changed. Charting for the shift will need to be completed in Downtime and the shift closed. Please refer user to CTEM (Clinical Technology Education Managers) for training questions or instructions on how to chart in downtime.

https://content.intranet.fmcna.com/clinical-technology-education/team-contacts/

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5. Follow the resolution process.

6. If the user asks who put the shift into downtime please follow: Who put a CHAIRSIDE shift into Downtime

7.If the user requests further escalation 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

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