

# CS - Message Hepatitis B Status Positive

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**Category:** {'link':

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Hep B: CHAIRSIDE Message “Hepatitis B Status POSITIVE”

Purpose: Follow this procedure when a user reports Messages appear as they assign a patient to a chair.

Required Information to be documented in each incident:

Clinic Contact (Nurse Name) Clinic Contact Number Clinic / Facility Number Patient Medical Record Number Patient Full Name Patient Contact # Patient Modality Laptop / Tablet / Mobile Device make / model

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 to follow the instructions provided on the screen.
5. Follow the resolution process.
6. If the issue is still present after following instructions 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

DTI-EUX-Help Desk-Clinical Java Review - L1

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