Anemia Algorithm CruSer Report is Missing

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Purpose: Follow this procedure when a user reports issue with Anemia Algorithm CruSer Report missing. The Anemia Algorithm Cruser report is now incorporated into eCuge Clinicals in the Anemia Algorithm Dose Change Assessment. Staff can see patient data for Epogen, Procrit, Aranesp, Venofer, Ferrlecit, Feraheme, and Nulecit for their clinic. An alert is generated when a new Anemia Algorithm Dose Change Assessment has been created. Providing staff information on any additional steps needed.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberClinic / Facility NamePatient NamePatient MRNSummary of the issueIn-Center or Home TherapyScreen shot of the issue

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. As of May 8th 2022, Anemia Algorithm information is now I the Anemia Algorithm Dose Change Assessment within eCuge Clinicals. Staff can see patient data for Epogen, Procrit, Aranesp, Venofer, Ferrlecit, Feraheme, and Nulecit for their clinic. An alert is generated when a new Anemia Algorithm Dose Change Assessment is created providing staff information on any additional steps needed. The Anemia Algorithm Cruser Report is no longer available.

5. If the user has additional training questions refer the user to the Clinic Manager for training and resolve the ticket.

If the user is the Clinic Manager escalate the ticket to

DTI-EUX-FSS-DEPLOYMENT Application Training

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Clinical Record View

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

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