CS - Medication Signed off in Error

CHAIRSIDE® - Medication Signed off in Error

Purpose: Follow this procedure when a user reports issue with medication has been signed off in Error and need it to be corrected/unsigned.

Required Information to be documented in each ticket:

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 user that once a medication has been signed off in Chairside, the Medication dosage can be changed, however, it cannot be unsigned and medication dose cannot be entered as 0 amount.

5. Inform user once shift is closed, notate the error on the printed treatment sheet and scan into DI. This will clear any validation errors that occur due to incorrect charting.

6. The Order occurrence in eCube Clinicals may need to be marked as Not Complete.

7. For procedures and policies on this, instruct user to contact the CTEMs (https://content.intranet.fmcna.com/clinical-technology-education/team-contacts/)

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8. Follow the resolution process.

9. If there is an error present that cannot be addressed, 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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