

CTH - Error! This patient is not registered for your clinic

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Author: {'link':

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CareTeamHub – Error! This patient is not registered for your clinic.

Purpose: Follow this procedure when a user reports issue with CARE TEAM HUB – Error! This patient is not registered for your clinic. Please go to the Demographics tab to register this patient.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. This is currently in use at Pilot clinics.

100073 – Freedom Center of Worcester1109 – Framingham100557 – Florence Home6334 – Salina1760 – East Springfield Home

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. This error means that the patient is not registered for Fresenius Equipment Registration. User will have to register the patient via the Demographics tab.

5. If the user and patient have multiple clinics in common the user will receive the following pop up when trying to launch the RTG Supplies application.

6. Follow the resolution process.

7. If the error is still present, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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-ADEX-Care Team Hub - L2

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