

NxStage - Nx2Me (Next to Me) iPad Transfers between patients at the SAME clinic

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NxStage Nx2Me (Next to Me) iPad Transfers between patients at the SAME Clinic

Purpose: Follow this procedure when a user reports issue with NxStage Nx2Me (Next to Me) iPad Transfers between patients at the SAME clinic

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number iPad Serial Number Details of 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. Nx2Me iPads can be reassigned to a new patient at the SAME clinic within 60 days of last use. To transfer the iPad to the new patient refer to the job aid entitled: 'Nx2Me iPad Transfer Within SAME Facility': <https://content.intranet.fmcna.com/home-therapies/wp-content/uploads/sites/6/2020/05/Nx2Me-iPad-Transfer-Within-SAME-Facility.pdf>
- If the clinic is unable to complete the "Erase All Content" step on page 2 of the job aid, send the ticket to the FSS-NxStage queue. Include the iPad's Serial Number in the ticket. If the clinic is unable to transfer the iPad to a new patient within the 60-day window, they should return the iPad using the Return tool: <http://performspd01.corp.ad.fmcna.com/PerfectFormssso/player.aspx?f=4GgAgA4D>
5. If a patient is transferring to a new/different clinic, they cannot take their original iPad with them. The receiving clinic must give the patient an iPad from their in-stock Nx2me iPads or order a new iPad using the Equipment Request System: <http://performspd01.corp.ad.fmcna.com/PerfectFormssso/player.aspx?f=8AgAAgwD>
 6. Other related Nx2Me topics can be found on the Nx2Me Resources page: <https://content.intranet.fmcna.com/home-therapies/connected-health/nx2me-resource-page/>
 7. Follow the resolution process

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

NxStage

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- NxStage

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