HPSM Admin Tool Application

Article ID: KB0011678
Created: 2023-04-17 19:59:15
Updated: 2023-04-17 20:01:46
Author: {'link':
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HPSM Admin Tool Application

Purpose: Follow this procedure when a user reports issue with HPSM Admin Tool Application. The HPSM Admin Tool Application is supported by the Physicians Direct Connect (PDC). All calls related to the Admissions portal must be directed/transferred to the that team.

Required Information to be documented in each ticket:

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.

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

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

4. Advise Users they can also call the Patient Admissions Portal Support directly at 833.362.4321 for any Admissions Portal issues. The tickets can be submitted under the username if there is no record on file use ADMTEMP for the Corporate ID/MRN.

5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

HPSM Admin Tool

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-Clinical Systems Support

Published By:

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