OnBase – Scanned Fresenius Rx Forms Not in OnBase

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Purpose: Follow this procedure when user reports Scanned Fresenius Rx Forms are Not in OnBase

Required Information to be documented in each ticket:

· Contact Name

· Contact Number

· Clinic / Facility Number

· Patient Name

· Patient MRN

· Type of Document

· Date Document was scanned.

· Detailed Description of the issue.

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. Fresenius Rx Documents were scanned but are not in OnBase. User can view them in DocMgr but not in OnBase.

2. Please document required information in the Incident.

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

4. Follow the escalation process.

Classification Requirements

· Category

· Software & Applications

· Subcategory

· Clinical Applications

· Service

· OnBase

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-DigitalPortals-SOP OnBase – L2

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