

Patient Trak for FreseniusRx Launching Issues

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PatientTrak for FreseniusRx Launching Issues

Purpose: Follow this procedure when a user reports and issue with PatientTrak for FreseniusRx. PatientTrak for FreseniusRx application is a tool for the whole clinic team that provides a variety of information including insurance eligibility, copays, enrollment tracking information, order information and status.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetail Description of the issueScreen 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.
4. Ask the user to reboot the computer to ensure all updates have completed.
5. Follow the resolution process.
6. If the issue is still present follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

PatientTrak for Fresenius Rx

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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