FHP CNU - Fresenius Health Partners Care Navigation Unit Missing Patients, Members or Work queues

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Purpose: Follow this procedure when a user reports they are missing Care Navigation Unit patient / members or work queues.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberApplication RolePosition / TitlePatient NamePatient MRN or case numberName of missing Work queue if applicable.Is the issue experienced by other users?Detailed 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. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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-CareTeamHub-L2

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