NxStage - Nx2Me (Next to Me) iPad Resources

NxStage Nx2Me (Next to Me) iPad Resources

Purpose: Follow this procedure when a user request information on NxStage Nx2Me (Next to Me) iPad.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberEmployee NameEmployee Contact NumberiPad Serial Number if neededDetailed Description of the issue.

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and document details in the ticket.

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

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

4. Nx2Me Resources

Reference materials, RN training, iPad return tool, iPad ordering instructions, or Patient training materials refer to Nx2Me Resource Site (link below):

https://content.intranet.fmcna.com/home-therapies/connected-health/nx2me-resource-page/

5. Follow the resolution process.

6. If additional information is needed, follow the escalation 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-FSS-DEPLOYMENT Application Training

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