CTH - Patient Registration Pending Status more than 30 minutes

Care Team Hub – Patient Registration Pending Status more than 30 minutes

Purpose: Follow this procedure when a user reports issue with Care Team Hub – Patient Registration Pending Status more than 30 minutes.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screenshots of missing Fresenius (RTG) Equipment Registration section

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. Confirm patient has an active visit to clinic in eCube Clinicals. If not, the user may need to update eCube Clinicals for that clinic. Follow resolution process. This is available at the following units.

•100073 – Freedom Center of Worcester

•1109 – Framingham

•100557 – Florence Home

•6334 – Salina

•1760 – East Springfield Home

5. If the issue is still present 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

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