

Policy Tech – Training

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Title

Policy Tech – Training

Purpose:

Follow this procedure when a user has Policy Tech Training questions.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Policy Tech Site (Azura or Fresenius Kidney Care (FKC)) 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.

Refer user to the PolicyTech Banner on FMC4ME- there is training on the banner and landing page.

5.

Follow the Resolution Process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

Policy Tech

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Policy Tech

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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