CTH - NxStage Data Missing

Article ID: KB0018941
Created: 2023-05-26 02:11:59
Updated: 2023-05-26 02:14:24
Author: {'link':
'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',
'value': '234709da6fb2464070404a950d3ee44b'}
Category: {'link':
'https://fmcnadev.service-now.com/api/now/table/kb_category/984af2591b8be150cfb6a756624bcb9d',
'value': '984af2591b8be150cfb6a756624bcb9d'}

CareTeamHub - NxStage Data Missing

Purpose: Follow this procedure when a user reports that NxStage data is missing in CareTeamHub.
Note: NxStage data is only available in CTH, if it is present in eCC.

Required Information to be documented in each Incident:

· Contact Name

· Contact Number

· Clinic Number

· Patient Name

· Patient MRN

· Patient DOB

· Nx2Me Patient ID

· Date of Service(s) if applicable.

· Detailed Description of the issue.

· Screenshot of the missing data in CTH

· Screenshot of data in eCC

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. Check in eCC under NxStage Treatment Data if NxStage Data is present

5. Ask the user if the treatment data is present in eCube Clinicals.

· If the treatment data IS present in eCC but NOT present in CTH, gather required information, follow
the escalation process.

· Assign the Incident to the Following Group

· DTI-ADEX-CareTeamHub – L2

· If treatment data is NOT present in eCC, then it will not be present in CTH.

6. Ask the user Log into the NxStage app (Nx2Me) nx2me.nxstage.com and check in Nx2Me app and confirm the MRN, DOB, Name of patient matches what is in eCC. If there is a mismatch user will have to update it. If information was corrected, inform user to allow up to 48 hours for data to start crossing over to eCC and to CTH.

7. MRN can be updated in nx2me.nxstage.com under Settings > Edit (make changes) > Update.

8. DOB and name can be updated at NxRx Online (my.nxstage.com)> if user need assistance no this, please ask them to reach out to NxStage support 1-866-697-8243 (1-866-NXSTAGE)

9. If there was no discrepancy found between eCC and NxStage application, Follow the escalation process.

· Assign the Incident to the Following Group

· DTI-ADEX-CareTeamHub – L2

Classification Requirements

· Category

· Software & Applications

· Subcategory

· Clinical Applications

· Service

· CareTeamHub/eCube Clinicals

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.