# FHP CNU - Fresenius Health Partners Care Navigation Unit System Enhancements

**Article ID:** KB0011792
**Created:** 2025-03-03 14:15:36
**Updated:** 2025-03-03 17:02:43
**Author:** {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f', 'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}
**Category:** {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/984af2591b8be150cfb6a756624bcb9d', 'value': '984af2591b8be150cfb6a756624bcb9d'}

FHP CNU - Fresenius Health Partners Care Navigation Unit System Enhancements

Purpose: Follow this procedure when a user requests a Care Navigation Unit system enhancement.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberApplication RolePosition / TitlePatient NamePatient MRN or case numberIs 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. If this is regarding improvements for the FHP CNU system, please refer user to:

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5. Follow Resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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

Published By:   DTI-ADEX-Care Team Hub – L2