

Title Facility Database – Address correction

Article ID: KB0036940

Created: 2024-09-16 10:19:54

Updated: 2024-09-16 10:20:19

Author: {'link':

'https://fmcnaddev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

'https://fmcnaddev.service-now.com/api/now/table/kb_category/e12ed36f1ba09e948f9bec21604bcbac',

'value': 'e12ed36f1ba09e948f9bec21604bcbac'}

Title

Facility Database – Address correction

Purpose:

Follow this procedure when a user reports to correct/modify address in Facility Database application

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen 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.

Please collect below details –

Location NameAddress ID Number

5.

Follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Reltio MDM

Escalation Process

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

Escalation Group

DTI-DCOE-Reltio Support

Published by

DTI-EUX-HCL-HelpDesk-L1