FHP CNU - Fresenius Health Partners Care Navigation Unit Missing HPSO workflows

FHP CNU - Fresenius Health Partners Care Navigation Missing HPSO Workflows

Purpose: Follow this procedure when a user reports that they are not seeing the new Care Navigation HPSO Workflows. Note: Cases opened (not in a cancelled or completed status) prior to December 6th 2020 will remain with the old workflow design view. Only cases created after December 6th 2020 will have the new designed workflow. New Cases will have new progress tabs, new status icons while the Assessment tab has been removed.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberApplication RolePosition / TitlePatient NamePatient MRN or case numberCase Type / SubtypeIs 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. HPSO redesigned workflows were only done for

Case Type: Care Coordination

Subtypes: PCP Coordination, Specialist Coordination, DME, and Long-Term Transportation.

Only newly created cases after December 6th 2020 will have the new designed workflow. Note: the progress tab and status icons on the new design, the Assessment tab has been removed.

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 how to use the FHP CNU system please refer user to:

Jodi Conti

Senior Director, Training, Quality and Clinical Effectiveness

eMail: Jodi.r.conti@fmc-na.com

phone: 512.640.4244

5. Follow 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

DTI-ADEX-Care Team Hub - L2

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