

NxStage Support Issue

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Title

NxStage Support Issue

Purpose:

Follow this procedure when a NxStage customer/patient reports any issue.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue

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.

When NxStage customer (other than employees and contractors) reports any issue, direct them to NxStage support 1-866-697-8243 for assistance.

5.

Follow the resolution process.

Incident Classification Requirements

Category

Inquiry / Help

Subcategory

Product Not Supported

Service

Not found

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Not Solved – Referred to Alternative Internal Path

Resolution Category

Inquiry / Help

Resolution Subcategory

Product Not Supported

Resolution Service

Other

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