

# CTH - Renal Therapy Group Exceptions are not included in the Exceptions Dashboards

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**Category:** {'link':

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CareTeamHub – Renal Therapy Group Exceptions are not included in the Exceptions Dashboards

Purpose: Follow this procedure when a user reports issue with Renal Therapy Group Exceptions are not included in the Exceptions Dashboards, Only Operations Leaders and leadership roles (Clinic managers/HTPMs) and education roles can access the Operations Dashboards or Home Nursing Dashboards.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed 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. Follow the 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-APPEX Support - L3

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