

# PatientTrak Rx – Guidelines for when Multiple patients are Involved

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## PatientTrak Rx – Guidelines for when Multiple patients are Involved

**Purpose:** Follow this procedure when a user reports a multiple patient issue with PatientTrak Rx. Each ticket can have multiple patients but all must be the same type of issue.

**Required Information to be documented in each Incident:**

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Clinic Prod 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. The support team will work ticket with multiple patients however, the issue being addressed must be the same for all patients in the ticket.

BMM issues: e.g. Incorrect BMM statuses (Active, Inactive Not Converted, No FRx BMM Order, etc), Incorrect medication information (eg. missing meds, incorrect dates, etc.) Eligibility Status: (Eligible and Ineligible) Census Issue: (missing/extra patients)

5. Follow the escalation process.

**Classification Requirements**

Category

Software & Applications

Subcategory

Clinical Applications

Service

PatientTrak for Fresenius Rx

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-EUX-Help Desk-Clinical Java Review - L1

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