

# CTH - Patient Registration Status Failure

**Article ID:** KB0011606

**Created:** 2023-05-26 15:01:25

**Updated:** 2023-05-26 15:03:23

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**Category:** {'link':

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## CareTeamHub – Patient Registration Status Failure

Purpose: Follow this procedure when a user reports issue with CareTeamHub – Patient Registration Status Failure. This occurs when the processes setup to validate this are not occurring.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screenshots of missing Fresenius (RTG) Equipment Registration section

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. Patient Registration Status Failure. This occurs when there is a data validation issue within the system.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. The patient must have an active visit at the clinic. This is currently available at the following clinics.  
100073 - FREEDOM CENTER OF WORCESTER100557 - FLORANCE HOME1109 - FRAMINGHAM1760 - EAST SPRINGFIELD HOME6334 – SALINA 3. Follow the escalation process.
5. 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-Care Team Hub - L2

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