

CTH - Equipment Registration not Displaying

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Care Team Hub – Equipment Registration Not Displaying

Purpose: Follow this procedure when a user reports issue with Care Team Hub – Equipment Registration not Displaying.

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.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Confirm the user has access to the unit. This is currently available at the following units.
100073 - FREEDOM CENTER OF WORCESTER1109 - FRAMINGHAM6334 – SALINA
5. If not an eAccess request is needed. Please contact your Clinic Manager for assistance. Follow resolution process.
6. Confirm patient has an active visit to clinic in eCube Clinicals. If not, the user may need to update eCube Clinicals for that clinic. Follow resolution process.
7. If the user has access and the patient has an active visit for the clinic follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

Resolution Process

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

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

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