

CTH - Missing Fields in Equipment Registration for Home CAPD and CCPD patients

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Author: {'link':

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Care Team Hub – Missing Fields in Equipment Registration for Home CAPD and CCPD patients

Purpose: Follow this procedure when a user reports issue with Care Team Hub – Missing Fields in Equipment Registration Home CAPD and CCPD patients.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screenshots

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. This is currently available ONLY at the following units.

100073 – Freedom Center of Worcester1109 – Framingham100557 – Florence Home6334 – Salina1760 – East Springfield Home

5. Verify the patient is a Home CAPD or CCPD patient.

6. 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

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