

FreseniusRx KPI Report Issues

Article ID: KB0012665

Created: 2023-05-11 16:04:03

Updated: 2023-05-11 16:06:16

Author: {'link':

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FreseniusRx KPI Report Issues

Purpose: Follow this procedure when a user reports Patient Trak for FreseniusRx Issues.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNCLinic ProdDetailed 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 (Tickets will be returned if this is missing).
3. Please attach any referenced knowledge articles to the incident.
4. For any issues with this report, the user first needs to contact their FreseniusRx Account Manager. This is stated in page one of the report. Provide this information to the user.
5. Advise the user the Account Manager contact is located on FMC4me.

<https://fmc4me.fmcna.com/patient-care/freseniusrx/>

Fmc4me.fmcna.com

PATIENT & CLINICAL SUPPORT

Patient Care

Pharmacy Services

FreseniusRX

Patient & Staff Materials

Staff Reference

6. Follow the resolution process.

7. If the user has contacted the Fresenius Rx Account Manager and was referred to the Help Desk for further assistance, please follow the escalation process.

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

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Patient Trak for FreseniusRx

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

Published By: DTI-EUX-Help Desk-Clinical Java Review - L1