Patient Trak - Fresenius Rx Training Questions

Article ID: KB0011883
Created: 2023-05-11 16:37:33
Updated: 2023-05-11 16:40:54
Author: {'link':
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PatientTrak for FreseniusRx Training Questions

Purpose: Follow this procedure when a user reports and issue with PatientTrak for FreseniusRx. PatientTrak for FreseniusRx application is a tool for the whole clinic team that provides a variety of information including insurance eligibility, copays, enrollment tracking information, order information and status.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetail Description of the issueScreen 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. For questions regarding the use of the PatientTrak Rx application the user can email

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5. If this is a patient specific question please contact FMCRxInfo@FMC-NA.com

6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

PatientTrak for Fresenius Rx

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