

FHP CNU - Fresenius Health Partners Care Navigation Unit Missing Outcomes

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FHP CNU - Fresenius Health Partners Care Navigation Unit Missing Outcomes

Purpose: Follow this procedure when a user reports issue with not seeing any Outcomes option in their Care Navigation Unit Cases. Outcome options only appear for Care Coordination – Longer Term Transportation cases.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Application Role Position / Title Patient Name Patient MRN or case number Is the issue experienced by other users? Case Type Detailed 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.
3. Please attach any referenced knowledge articles to the incident.
4. Outcomes are found on the Confirmation tab.
5. The Outcomes section on the Confirmation tab will not display if:

If “Purpose of this case” = “Long Term Transportation” on Request Intake tab

AND

“What will CNU provide....” = “List of long-term transportation resources” on Request Intake tab.

6. If outcomes are not displaying for cases correctly. Follow the escalation process
7. Follow the resolution 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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