FHP CNU - Fresenius Health Partners Care Navigation Unit Training Issues

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Purpose: Follow this procedure when a user reports issue with not seeing any Care Navigation Unit patient / members. The FHP CNU is for a dedicated team of nurses and care coordinators, who provide both remote telephonic and in-market face-to-face interactions with patients, families, and caregivers to address the medical, psychosocial, and logistical challenges of patients enrolled in our value-based care programs. FHP CNU is used to remove barriers to patient care by providing patients with support around transportation, referrals and appointments, palliative care, and behavioral health.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberApplication RolePosition / TitlePatient NamePatient MRN or case numberIs the issue experienced by other users?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. Please attach any referenced knowledge articles to the incident. If this is regarding how to use the FHP CNU system, please refer user to:

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5. Follow 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

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