Patient Trak is Showing additional Patients and Clinics

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Patient Trak is Showing additional Patients and Clinics

Purpose: Follow this procedure when a user report seeing additional patients and Clinics in Patient Trak.

Required Information to be documented in each incident:

Contact Name (First, Middle, and Last)Login IDContact NumberClinic / Facility NumberPatient Trak Module

Commercial Patient ManagementFinancial Coordination

Patient NamePatient MRNPatient FacilityPatient Primary PayorPatient Admit DatePatient Discharge Assessment Completion DateDetailed description of the issue.Screen shot of any Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

2. Please document required information and troubleshooting details including screenshots in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

PatientTrak for Financial CoordinationPatientTrak for Fresenius Rx

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-HCL IAM - L1

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