

MM020 Binder Optimization Report

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MM020 Binder Optimization Report

Purpose: Follow this procedure when a user reports issue with MM020 Binder Optimization Report. Typically, there is missing or incorrect data. This could be an issue with errors in the medication entry in MedReview eRx.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the report issueScreen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document the required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Ask the customer to first review it with the Clinic Manager to ensure that the medication is entered correctly in MedReview eRx
5. The Clinic Manager may need to fix the issues in MedReview-eRx. Inaccurate data entry that can cause issues.

Users can find the job aid for entering the Phosphate Binder correctly by searching for “Medreview eRx Phosphate Binder Data Entry” in the FMC4ME Homepage

6. If the Clinic Manager still requires assistance Advise the Clinic Manager to email Mindy Gale, at Mindy.Gale@FreseniusMedicalCare.com in the Clinical Services about the issue.

7. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

MM020

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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