

Patient Trak - Cannot Access

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Patient Trak – Cannot Access

Purpose: Follow this procedure when a user reports issue with accessing Patient Trak.

Required Information to be documented in each incident:

Contact Name (First, Middle, and Last) Login ID Contact Number Clinic / Facility Number Patient Trak Module

Commercial Patient Management Financial Coordination

Patient Name Patient MRN Patient Facility Patient Primary Payor Patient Admit Date Patient Discharge Assessment Completion Date Detailed 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 in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Verify the user is logged into FMC4ME and is accessing the Patient Trak link under My Applications

If the user has NOT accessed Patient Trak previously.

Advise the staff to have their manager submit an eAccess Request for Patient Trak Access. Follow the resolution process

If the user has NOT accessed Patient Trak at this clinic previously.

Advise the staff to have their manager submit an eAccess Request to have the clinic added to their Patient Trak access. Follow the resolution process

If the user HAS successfully accessed Patient Trak at this clinic previously.

Document the issue experienced including screenshots of errors. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

PatientTrak for Financial CoordinationPatientTrak 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

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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