

How to Order Medication in handled devices

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Author: {'link':

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Category: {'link':

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Purpose:

Follow this procedure when a user report that ...

Users need help to Ordering Medication in handled devices.Return MedicationNeed to change PAR Level

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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.

For Ordering Medication in handled devices, you will need to submit a ticket in the General Account Request platform. This is handled directly via the new accounting group and processes.

5.

Please follow job aids which have been provided for handheld devices and Ordering medications. Please create a General Accounting Request using the link below.

https://fmeglobal.service-now.com/sp?id=sc_category

Login with your credential and then click General Accounting RequestNeed to raise a request over thereService Portal - Fresenius Medical Care

Incident Classification Requirements

Category

Software

Subcategory

Ecube clinicals (ECC)

Service

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Software

Resolution Subcategory

Ecube clinicals (ECC)

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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