

CTH - Error Message Required Field Register Equipment Not Saving Sending

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Author: {'link':

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CareTeamHub – Error Message Required Field Register Equipment Not Saving/Sending

Purpose: Follow this procedure when a user reports issue with CareTeamHub Error Message Required Field Register Equipment Not Saving/Sending.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screenshots of missing Fresenius (RTG) Equipment Registration section

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. Confirm the entered data in all fields.
5. This is currently available at the following units.
 - 100073 - FREEDOM CENTER OF WORCESTER
 - 100557 - FLORENCE HOME
 - 1109 - FRAMINGHAM
 - 1760 - EAST SPRINGFIELD HOME
 - 6334 – SALINA
6. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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-ADEX-Care Team Hub - L2

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