CS - Removal of FERA Medications

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Chairside - Removal of FERA Medications

Purpose: Follow this procedure when a user report that they are unable to enter a new medication order in Chairside for the medications listed below. The medications below require P&T; Approval and can only be entered in eCube Clinicals after Approval is obtained.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed 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. User is unable to enter a new medication order in Chairside for the following medications:

SensiparAranespEpogenRetacrit Benzyl Alcohol free (SDV)Retacrit MDV

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

4. As of 06/12/2022, these medications are no longer available as an option in Chairside under Record a New Medication. Clinics can reference memo sent:

From: Fresenius Kidney Care Clinical Services

Date: June 16, 2022

Re: Expansion of Prior Authorization to the Formulary Exception Request Application Process

https://fmc4me.fmcna.com/content/uploads/sites/58/2022/06/Expansion-of-Prior-Authorization-to-Formulary-Exception-Request-Application-6.16.22.pdf

Note: As of 04/16/2023, Mircera is now available in Chairside for selection and can be ordered/updated in Chairside provided an active authorization is present in eCC for the medication.

Memo: https://fmc4me.fmcna.com/content/uploads/sites/58/2023/04/Memo-for-Ordering-Mircera-in-Chairside-FINAL-4.11.23.pdf

5. For further questions, refer user to CTEM (Clinical Technical Education Manger) (https://content.intranet.fmcna.com/clinical-technology-education/team-contacts/)

>FMC4ME > TRAINING & EDUCATION > DEPARTMENTS > CLINICAL TECHNOLOGY EDUCATION >TEAM CONTACTS

6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

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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