FERA - Troubleshooting

Formulary Exception Request Application (FERA) Troubleshooting

Purpose: Follow this procedure when a user reports Formulary Exception Request Application" (FERA) Access Issue. This Web Application is used for: tracking clinicians' formulary exception items online. Users may see an error message that prevents them from entering an order into the system.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed 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. Confirm the user is utilizing a web browser IE 11 or above.

4. Please follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

FERA (Formulary Exception Request Application)

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-Clinical Systems Support

Published By: DTI-EUX-Clinical Systems Support