

PatientTrak Rx - Discharged or Cancelled Patients Listed

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PatientTrak Rx - Discharged or Cancelled Patients Listed

Purpose: Follow this procedure when a user reports and issue with PatientTrak for FreseniusRx. PatientTrak for Fresenius Rx application lists discharged or canceled patients.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetail Description of the issueScreenshot of the patient in PatientTrak RxScreen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Document required details and troubleshooting in the ticket.
3. Please attach any referenced knowledge articles to the incident.
4. If user states Discharged patients are listed, confirm that the discharge assessments for ALL VISITS for the clinic have been completed in eCube Clinicals.

If discharge assessments have NOT been completed, advise user to complete. PatientTrak Rx should update within 24 hours. Follow the resolution process.If the discharge assessment has been completed, follow the escalation process.

5. If user states Cancelled patients are listed, check in eCC to see if visit has been removed or Not.

If visit has been removed, follow escalation process.If visit has not yet been removed, follow script for removal of Cancelled Patients from Census, inform user that once Cancellation process has been completed, patient will no longer present in PatientTrak Rx.

6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

PatientTrak 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-Help Desk-Clinical Java Review - L1

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