PatientTrak Commercial Patient Management (CPM) - Unable to Access

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Purpose: Follow this procedure when a user reports they cannot access PatientTrak Commercial Patient Management (CPM). PatientTrak Commercial Patient Management is decommissioned as of July 12th 2021 and is no longer accessible.

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. Advise the user PatientTrak Commercial Patient Management was decommissioned on July 12, 2021 and not accessible. Users can reference clinic memo https://fmc4me.fmcna.com/content/uploads/sites/58/2021/05/Patient-Trak-Memo-05.12.21.pdf

5. Advise the user to contact the Manager or CTEM for additional information.

6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

PatientTrak for Commercial Patient Management

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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