

eCC - Medication and Dialyzer Requests

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Medication and Dialyzer Requests

Purpose: Follow this procedure when a user needs to request a formulary exception for a patient.

Typically, any medication or items that requires P&T; authorization needs to be first processed through the Formulary Exception Request Application (FERA).

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRN

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and is one of the following medications:

Aranesp

Epogen

Sensipar

Parsabiv

Any formulary exception items such as exception dialyzers (Optiflux, Nipro Cellentia, etc)

2. Please document required information and troubleshooting details in the Incident.

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

4. Please inform the customer to submit a request using the automated Formulary Exception Request Application.

5. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

FERA (Formulary Exception Request Application)

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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