

CTH – Kinexus System Issues

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CareTeamHub – Kinexus System Issues

Purpose: Follow this procedure when a user reports issue with Care Team Hub – Kinexus System Issues.

Required Information to be documented in each incident:

- Contact Name
- Contact Number
- Clinic / Facility Number
- Detailed 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. For Errors occurring within the Kinexus system advise the user to contact:
 - RTG Technical Support at 800.227.2572 then follow the prompts
 - PD support
 - Home therapy
5. Follow the Resolution process.
6. If the user has already contacted Technical Support and was referred to the Help Desk. Please follow the escalation request.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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-DACOE-DnA-Solution Delivery – L3

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