

PatientTrak for FreseniusRx - Patient missing from Census

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PatientTrak for FreseniusRx - Patient missing from Census

Purpose: Follow this procedure when a user reports cannot locate patient in Patient Trak.

Required Information to be documented in each incident:

Contact Name (First, Middle, and Last) Login ID Contact Number Clinic / Facility Number Patient Trak Module Patient Name Patient MRN Patient Facility Patient Admit Date Detailed description of the issue. Screen shot of any 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. In eCube Clinicals, look for a FMS Discharge Assessment was completed for the specific visit. This will prevent a patient from showing as an Active Patient in PatientTrak Rx.
5. Confirm the eCube Clinicals Visit Placement Type is listed as Permanent. PatientTrak Rx only tracks Permanent patients. This can be updated in eCube Financials by staff with access if needed.
6. Verify the patient only has one open visit as a Permanent patient. A Patient cannot have two visits open Visit with placement type set as permanent, this will cause issues. PatientTrak Rx will only list the Permanent patient under the clinic that has the most recently completed treatment in eCube Clinicals if there are multiple open visits.

If assistance is needed for multiple visits, direct them to their CTEM(s)

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7. Follow the resolution process.
8. If the Manager still cannot find the patient follow the escalation 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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