CNU Worklist – Patients Missing from Census

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Care Navigation Unit (CNU) Worklist – Patients Missing from Census

Purpose: Follow this procedure when a user reports issue with Care Navigation Unit (CNU) Worklist – Patients Missing from Census.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberEmployee IDDate and time of attempted access.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.

Number of patients on worklist is lowScheduled patients are not showing in worklist.

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

4. HD Agent will generate email request

To "#F-Operations FMCOperations@fmc-na.com"Subject of "Restart Tomcat ECC Services on rwl-ecca-p01".

5. The ticket should be maintained by you and closed out by emailing cnu.worklist@FMC-NA-ICG.COM with a subject line "CNU Worklist Issue resolved" when F-Operations responds back that the restart is complete.

6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Care Navigation Unit

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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