

CTH - Home Scheduling

Article ID: KB0016333

Created: 2023-05-26 16:10:17

Updated: 2023-05-26 16:11:42

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/984af2591b8be150cfb6a756624bcb9d',

'value': '984af2591b8be150cfb6a756624bcb9d'}

CareTeamHub - Home Scheduling

Purpose: Follow this procedure when a user reports issue with the Home Scheduling Component/Application in CareTeamHub.

Required Information to be documented in each Incident:

- Contact Name
- Contact Number
- Clinic / Facility Number
- Detailed Description of the issue.

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 all issues regarding Home Scheduling, please direct the user to contact the concierge team at this email: HomeScheduling@FreseniusMedicalCare.com
- Currently there are 25 Pilot clinics this will expand to full deployment within CareTeamHub application.
 - 100251 NASHUA CT.
 - 100662 CENTERVILLE HOME
 - 6334 SALINA
 - 8314 OKLAHOMA KIDNEY CARE DIALYSIS
 - 3604 NORTH GULFPORT HOME PROGRAM
 - 9189 D'IBERVILLE HOME PROGRAM
 - 100022 BATON ROUGE HOME - JV
 - 8312 KENTUCKIANA HOME THERAPIES
 - 4912 MERRIONETTE PARK HOME
 - 9298 ABERDEEN HOME THERAPIES - JV

- 5095 QUEENS HOME THERAPY
- 100073 FREEDOM CENTER OF WORCESTER
- 6392 MIDTOWN JV
- 6969 COLUMBIA HOME
- 100557 FLORENCE HOME
- 1260 AUGUSTA
- 3147 AIKEN
- 100030 AUGUSTA HOME DIALYSIS
- 4290 SOUTH RAINBOW
- 6282 NEVADA FIRE MESA HOME
- 9178 OASIS - JV
- 100570 GATEWAY
- 6837 ROSEVILLE HOME
- 6886 SAN DIEGO DS HOME - JV
- 7186 MISSION GORGE - SAN DIEGO

5. Follow the resolution process.

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

Published By: DTI-EUX-HCL IAM - L1