

COVID-19 Vaccine Self-Reporting

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Document Name

Contact Assistance Request Task

Author(s)

Date Published

Document Purpose

COVID-19 Vaccine Self-Reporting

Overview

Communication was sent to all employees to voluntarily report if they have been vaccinated for COVID-19. If the employee has been vaccinated outside of an FMCNA location, it is asked to report the vaccination status as soon as possible using a secure Vaccine Self-Service Portal. By sharing that the employee has been vaccinated, FMC will be better able to manage vaccine supplies as they become available

Required information

The following information is required when creating the Contact Assistance Request Task:

1. Caller Name – Name of person you are trying to reach.
2. Contact Number – Phone number of person you are trying to reach.
3. EMP ID – EMP id of person you are trying to reach.
4. Issue – Short description of Issue the Caller is experiencing.

Other Information

NA

Process

Please have the employee access the following sites:

Access the Portal (http://links.freseniuskidneycare.com/els/v2/VX9DS_a926Sw/Qk5nVzRDUmc5UGdib30xbzZENFBdTjB5RGISUXM4bFhHYS9GcWdqdlphRzNQSXFOUXMweFpTWkpRMkZiUzZ3NVNNUHlZQzZnb0hZM1RFSmYrbU9FZmp1QTQRZmFGTTF0d3ZwWXlrZmJPR3M9S0/)

Review a job aid on the Portal (<http://links.freseniuskidneycare.com/els/v2/yA~zCX4PEDcr/Qk5nVzRDUmc5UGdib30xbzZENFBdTjB5RGISUXM4bFhHYS9GcWdqdlphRzNQSXFOUXMweFpTWkpRMkZiU>)

zZ3NVNNUHlzQzZnb0hZM1RFSmYrbU9FZmp1QTQrZmFGTTFOd3ZwWXlrZmJPR3M9S0/)

NOTE: Employees will need to enter their employee ID. For staff not in PeopleSoft, they will enter their ID including designated prefix:

- Contractors enter Z plus ID number (ex., Z0012345)
- Physician Practice Services providers use PPS plus PPS ID (ex., PPS0012345)
- GMQ Ogden employees that are not in PeopleSoft and do not have Z ID, enter OGD plus ID number (ex., OGD0012345).

Account Locks

Employees may receive the following account lock error after entering their ID: "Your account has been locked, Please reach out Help Desk for Unlocking your account."

If an employee's account is locked, please verify the identity of the employee through the security question and answer in UIDMS.

Once verified, please assign the ticket to CLINICAL SYSTEMS > Staff Vaccination Tracking App – Level 3 Support

Please make sure that the employee/contractor ID of the affected user is used when creating the ticket and is documented.