

FHP CKD (Fresenius Health Partners Chronic Kidney Care)

Article ID: KB0011791

Created: 2023-06-05 01:00:08

Updated: 2023-06-05 01:00:30

Author: {'link':

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FHP CKD (Fresenius Health Partners Chronic Kidney Care)

Purpose: Follow this procedure when a user reports issue with FHP CKD (Fresenius Health Partners Chronic Kidney Care). The FHP CKD is for a dedicated team of RN's and vRSC users who provide both remote telephonic and in-market face-to-face interactions with patients in stage 4 and 5 of CKD, at risk of transitioning to ESRD, and enrolled in our value based care programs. FHP CKD is used to help improve the health outcome of members prior to moving to transition management, by providing patients with support around referrals, and appointments, and equipping them with tools to manage their care.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNCase NumberIs the issue affecting just the user or multiple users? If multiple, what are those user's names and example member details?Is the issue intermittent?Is the issue preventing the user from working or do they have a workaround?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. Advise the user to include the information in an email to:

Ayat Onilude

Business Systems Analyst

Email: ayat.onilude@fmc-na.com

Direct: 218-443-3258

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-Help Desk-Clinical App Support

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