

PatientHub Data Issue

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PatientHub Issues (Patient Portal) – Data Issues

Purpose: Follow this procedure when a user reports data or login issues with PatientHub, formerly known as Patient Portal. This application is used by patients. Clinicians do not have access to PatientHub but do assist patients in getting registered to use the application and so may call on behalf of patients.

Required Information to be documented in each Incident:

- Contact Name
- Contact Number
- Clinic / Facility Number
- Patient Name
- Patient MRN
- Detailed Description of the issue
- Screen shot of the Error(s) if relevant

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. If the caller is a patient, direct the patient to call PatientHub Support line 800-313-1143, follow the resolution process.
5. If the person reporting the data issue is a Clinician document the required information in the incident and follow escalation process

Classification Requirements

- Category
- Software & Applications
- Subcategory
- Clinical Applications
- Service

- Patient Portal

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-ADEX-PatientHub-L2

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