Request System

Table of Content

The Request System is a universal way for hospital personnel to create a request for work to be completed by either the Clinical Engineering or Facilities associates.

There are six different tabs of information within this system. They include:
- Request Lookup
- Add Request
- Profile

We will cover each tab within this document.

Request Lookup Tab

Figure 1

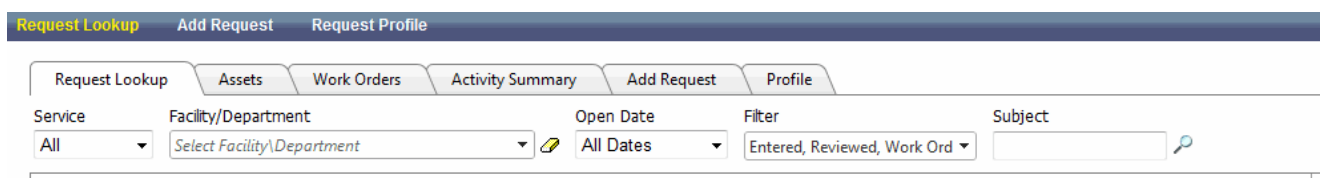When logging into the request system the system takes the user to a dashboard screen which is the default screen. On this screen users can see all existing requests that are in the system, with the following information is shown (figure 1):

- Request number – system generated number assigned to the created request
- Date – the open/generated date of the request
- Subject – reference to what is being requested

- Days old - how many days a particular request has been in the system
- Asset ID – ID of the device on which service was requested
- Work Order - number that is assigned to a request if a technician created one
- Requester/Assigned – Person submitting the request and the technician assigned to the request
- Status – the progress of the request

Search Options

Within this screen users can search for an existing request. There are several ways a user can search for different request (figure 2).

Figure 2

Service - search based on the type of service that was selected when the request was created

There are three possible choices within the service search:
1. Clinical Engineering – medical equipment concerns
2. Facilities – maintenance concerns
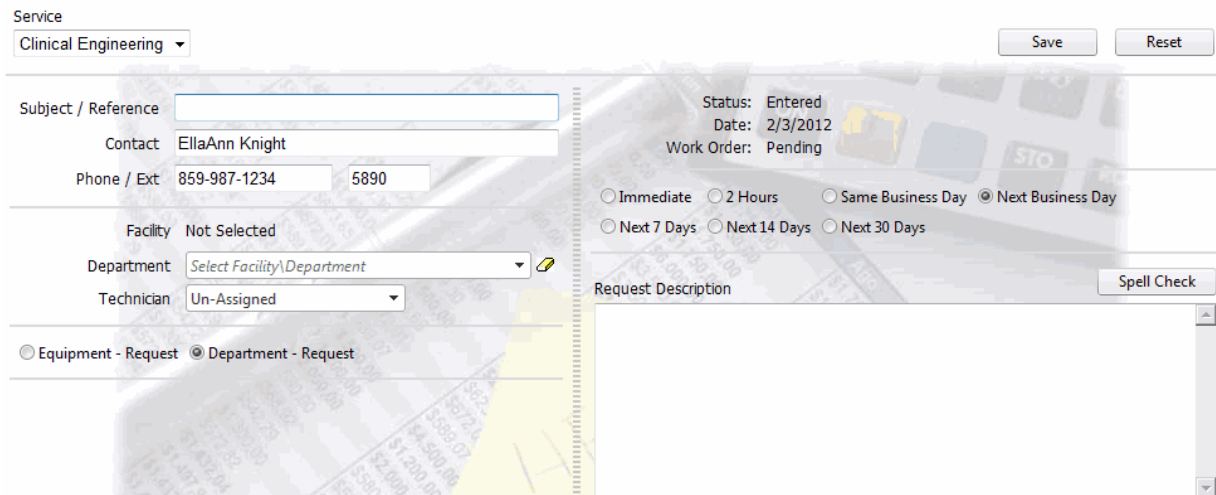3. TeamNet Helpdesk – software assistance

Facility/Department – search based on the facility/department that was selected when the request was created
Open Date – search based on when the request was open or input into the system, including Cancelled/Completed
Subject – based on the subject that was input when the request was created

5/1/2012

Add Request Tab

When adding request to the system users need to make sure they are in the **add request** tab. Users will need to complete the following information (figure 8):

Figure 8

Service - There are three possible choices within the service search:

1. Clinical Engineering – medical equipment concerns
2. Facilities – maintenance concerns
3. TeamNet Helpdesk – software assistance

It is very important that users select the appropriate service category because the system will automatically assign the request to a designated technician based on which service is selected when the request is created. This will assist both the user and the technician in working to complete all requests in a timely manner.

Contact, Phone/Ext and Facility will auto fill if the user completed the registration information
Department needs to be selected
Technician should auto fill

Equipment Request vs. Department Request

If users are submitting a request relating to a piece of equipment the user will need to select "Equipment – Request". When users select equipment request the system requires an asset identification number be added. The asset identification number is located on the piece of equipment for which the user requesting service on. This information will aid the technician in locating the equipment and allow them to gather information about the equipments history.

5/1/2012

If the users are submitting a request that does not pertain to a piece of equipment than the user will want to select department request (figure 9).

Figure 9

The system will automatically enter the status as "Entered," current date and note the work order number as pending (figure 10).

Figure 10

There are several statuses for the request system:
- Entered – the information is input into the system
- Reviewed – a technician has open and reviewed the request
- Completed – a technician has satisfied the request

Timeline

Users will have the option of the selecting the following for the timeline for the request (figure 11):

- Immediate
- 2 Hours
- Same Business Day
- Next Business Day
- Next 7 Days
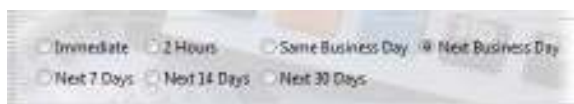- Next 14 days
- Next 30 Days

Figure 11

If the user chooses a time period when the assigned technician is off site the user will receive a notice. This notice will ask, "Are you sure you want to create an immediate request after on-site hours?"

This is letting the user that creating this request will notify personnel that is not onsite. This notice will inform the user as to the standard hours that the personnel assigned is onsite (figure 12).
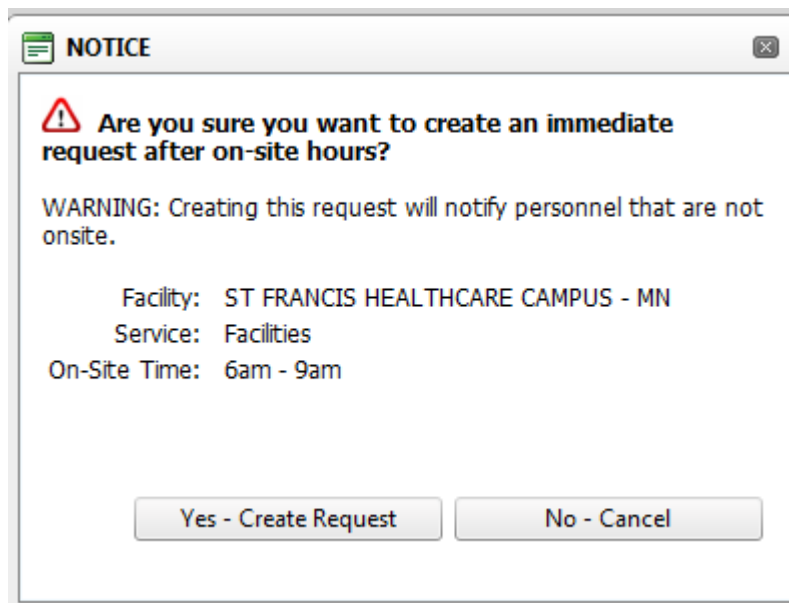
Figure 12

If the user selects "yes" and create this request, the system will send a text message to the assigned technician. If you selects "no" the system will take the user back to the add request screen and allow changes to the timeline.

Request Description
It's very helpful for users to be detailed and to the point when adding a request description. This provides direction for the assigned technician (figure 13).

Figure 13

Once the request is **saved,** the system will send this request to the assigned technician's dashboard. In addition, it will send the request to the assigned technician via text message.

The system will also take the user back to the default screen where the new request will show up on the dashboard. The status will be in the "entered" status until a technician opens the request (figure 14).

Figure 14

Edit Existing Request

To edit a existing request within the Request Lookup tab, users will need to click on the edit icon next to request number. This will bring the user back into the add request screen where the originally information was added.
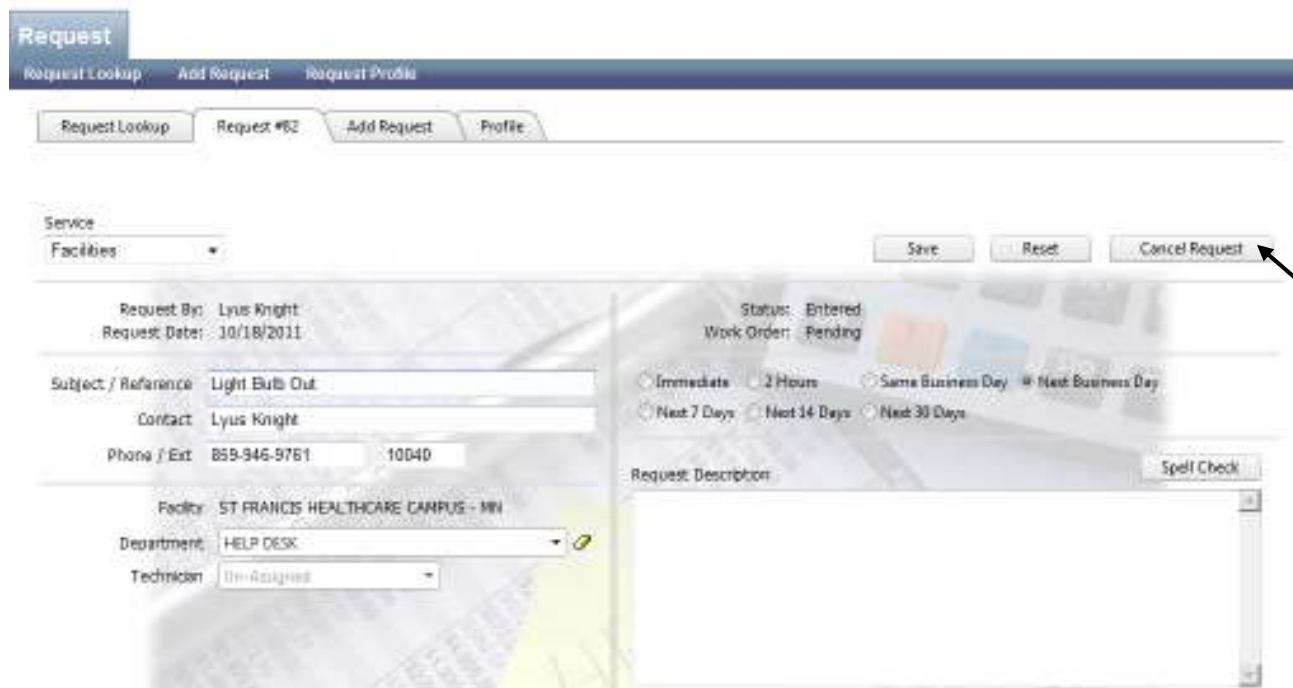
5/1/2012
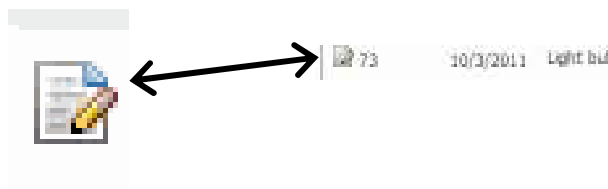
Figure 15

Please note, when clicking on the edit icon to get back into the original add request screen, there is an additional button added to the screen. Users now have the option to cancel the request (figure 15).

Requests can **only** be cancelled if the request is still in the **entered status**. If the request changed status then the assigned technician is the only person who can cancel the request. At this point users would need to contact the assigned technician to cancel the request.

Profile Tab

Profile tab should have been completed when the user "Became a Registered User." For additional information, please see "Becoming a Registered User" notes for more on completing the profile tab.