

Request System

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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

Request Lookup Add Request Request Profile							
Request Lookup Assets Work Orders Activity Summary Add Request Profile							
Service	Facility/Department	Open Date	Filter	Subject			
All	Select Facility\Department	All Dates	Entered, Reviewed, Work Ord				
Request #	Date	Subject	Days Old	Asset ID	Work Order	Requester / Assigned	Status
2	6/9/2011	Food Processor (Robot Coup)	238			Kathy Hanneman SCOTT HANSEN	WO Created
33	6/23/2011	Help Me	224			David Thorman HELP DESK TEAM	Entered
42	8/15/2011	test	171			LAWRENCE OSSEGE TED HANSEN	WO Created
44	8/15/2011	test	171			TED HANSEN Jeff Lehman	Entered
73	10/3/2011	Light bulb is out	122		84-5028334	EllaAnn Knight	WO Created
76	10/5/2011	Leaking Water Fountain	120		85-5028337	EllaAnn Knight	WO Created
81	10/12/2011	Test Create	113			Team Support Desk SCOTT HANSEN	WO Created
84	10/28/2011	System not working	97			EllaAnn Knight Team Support Desk	Entered
85	11/6/2011	Leaking water fountain 10th floor	88			EllaAnn Knight	WO Created

Figure 1

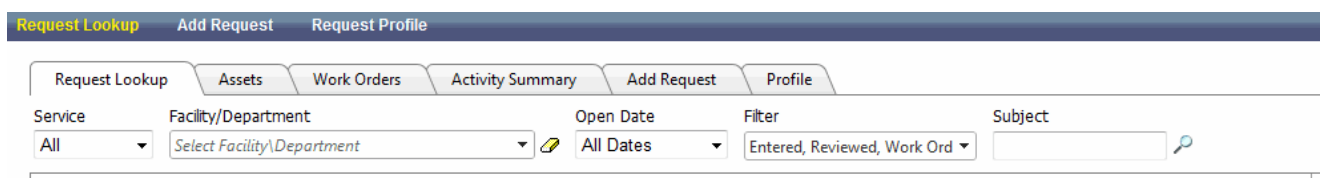
When logging into the request system the system takes the user to a dashboard screen which is the default screen. On this screen users can see all existing requests that are in the system, with the following information is shown (figure 1):

- 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).



The screenshot shows the 'Request Lookup' tab selected in a top navigation bar. Below it, a sub-navigation bar contains 'Request Lookup', 'Assets', 'Work Orders', 'Activity Summary', 'Add Request', and 'Profile'. The main search area includes a 'Service' dropdown menu set to 'All', a 'Facility/Department' dropdown menu with the placeholder text 'Select Facility\Department', an 'Open Date' dropdown menu set to 'All Dates', a 'Filter' dropdown menu set to 'Entered, Reviewed, Work Ord', and a 'Subject' text input field. A magnifying glass icon is positioned to the right of the 'Subject' field.

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

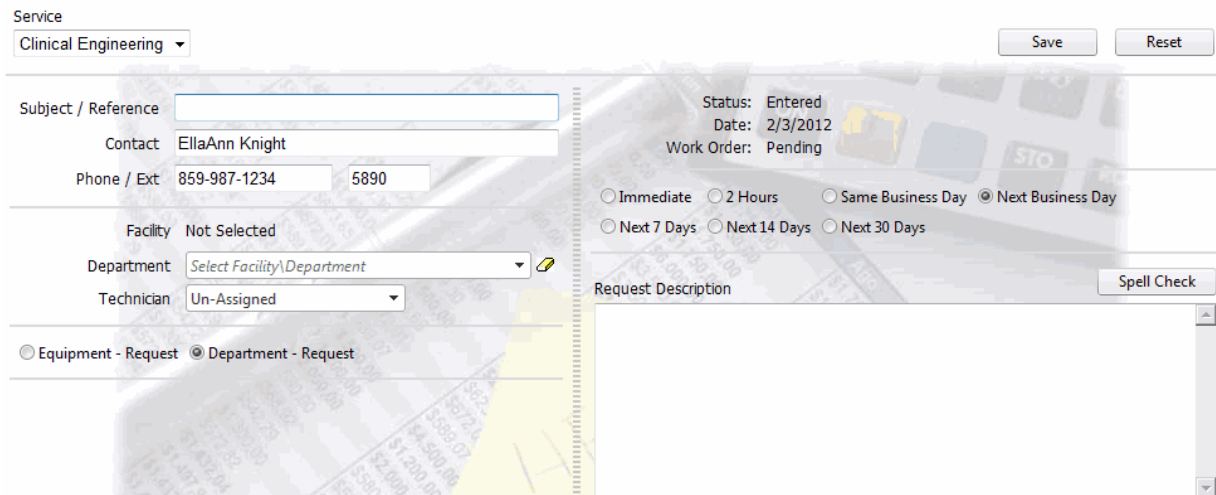
Facility/Department – search based on the facility/department that was selected when the request was created

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

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):



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

Figure 8

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.

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

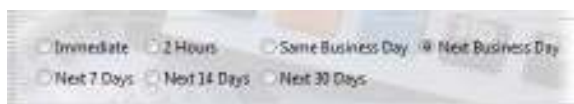


Figure 11

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).

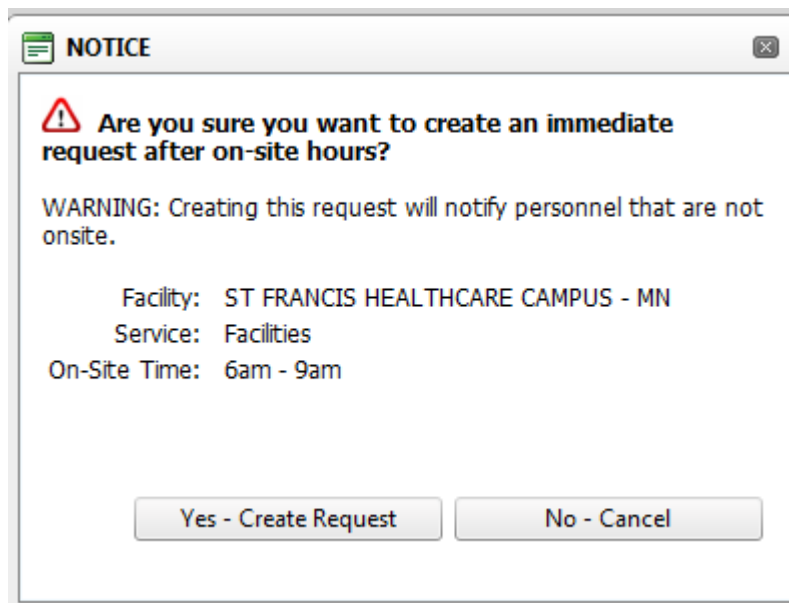


Figure 12

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.

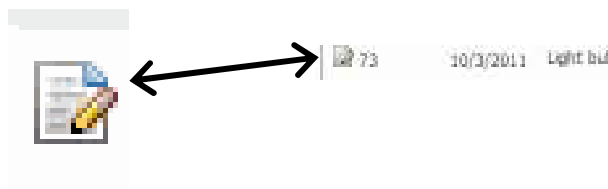
The system will also take the user back to the default screen where the new request will show up on the dashboard. The status will be in the “entered” status until a technician opens the request (figure 14).

Request Lookup Add Request Request Profile							
Request Lookup Assets Work Orders Activity Summary Add Request Profile							
Service	Facility/Department	Open Date	Filter	Subject			
All	Select Facility\Department	All Dates	Entered, Reviewed, Work Ord				
Request #	Date	Subject	Days Old	Asset ID	Work Order	Requester / Assigned	Status
2	6/9/2011	Food Processor (Robot Coup)	238			Kathy Hanneman	WO Created
73	10/3/2011	Light bulbs out	0			ElanAnn Knight	Entered

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.



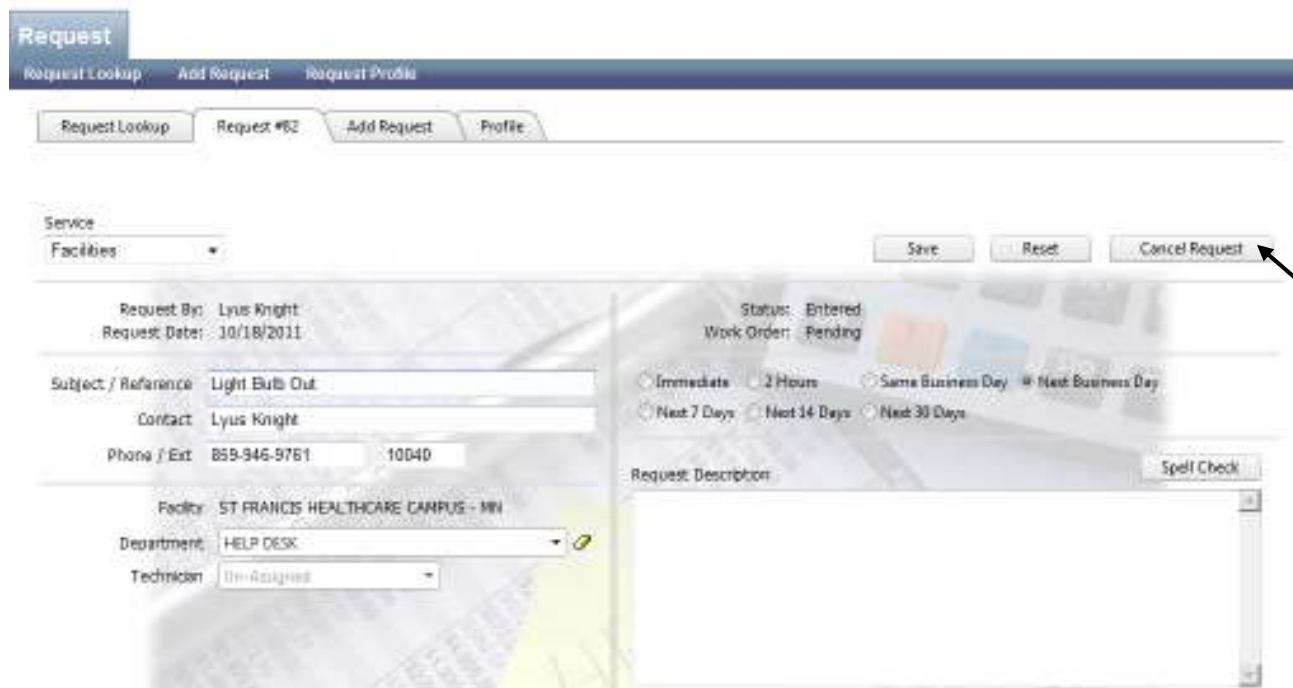


Figure 15

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.