Research Road Map

Environmental Services and Patient Transport Requests for Research:

A new online system has been implemented at Kingston General Hospital (KGH) for all portering (inpatient transport) and other types of environmental services requests (i.e. linens, room set-up, spill clean-up (*non-hazardous spills that would not be called by a Code Brown*), waste/recyclable pick-up).

TO LOG IN:
Launch the application using the Icon on your desktop or access through the KGH Intranet Home Page. Enter your Username and Password.

Quick Reference Guide for Research:

The quick reference guide attached is intended to help guide you through the Login process and creating an "*Environmental and Transportation Service Request*". For any inquiries, questions or other support not covered by the quick guide, please dial KGH ext. 7250 to access a live agent. ***Do not call KGH Help Desk for assistance***. There is a standard username and password for all research requests within KGH. Please contact Lisa McAvoy (KGH 3344 or mcavoye1@kgh.kari.net) for research's username & password.

http://www.kgh.on.ca/research

Contact:

kghri@kgh.kari.net

(613) 549-6666, ext. 3333

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Enviro/Transport Service Request Center
Quick Reference Guide Research

Enviro/Transport Service Request Center (Contact Centre): Web application used to create Transportation and Environmental Services tasks.

This document will guide you through the Login process and creating Environmental and Transportation Service Requests.

For any inquiries, questions or other support not covered below, please dial extension 7250 for access to a live agent.
DO NOT CALL THE KGH IT HELP DESK

TO LOG IN:
Launch the application using the Icon on your desktop or access through the KGH Intranet Home Page

Enter your Username and Password*

*Contact Lisa McAvoy (KGH 3344 or mcavoye1@kgh.kari.net) for Research Username & Password

TO CREATE A TASK:

Step 1: Once Logged in, select the Wheelchair (Portering) or Vacuum (Enviro) to begin inputting a task
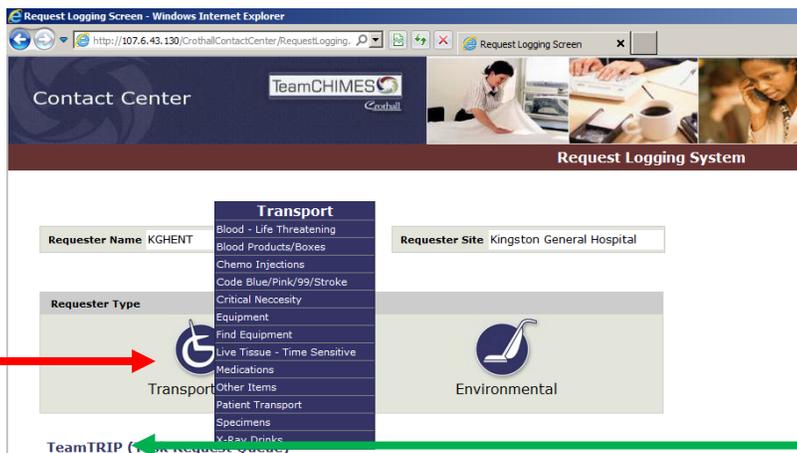
NOTE: Team Trip Function allows end user to view tasks in real time.

Step 2: Select the appropriate task from the drop down menu.

Step 3: Fill out fields presented.

Notes:

Mandatory Fields are represented with an asterisk.

STAT must ONLY be selected for high priority tasks such as Blood-Life Threatening or Code calls etc.

Be sure to complete requestor Name and Requestor Phone

Note: When filling out destination and start fields, enter the first one or two characters and then click the drop-down arrow to filter location appropriately.

Step 4: Click Submit

FAQ's

Q. How do I cancel a Service Request? **A.** Service requests can be cancelled by calling 7250

Q. What do I do if I have difficulty logging in? **A.** Support is available by calling 7250

Q. What do I do if I have difficulty entering a request? **A.** Support is available by calling 7250