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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 mcavoyel@kgk.kari.net) for research’s username & password.

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

Contact:

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(613) 549-6666, ext. 3333

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



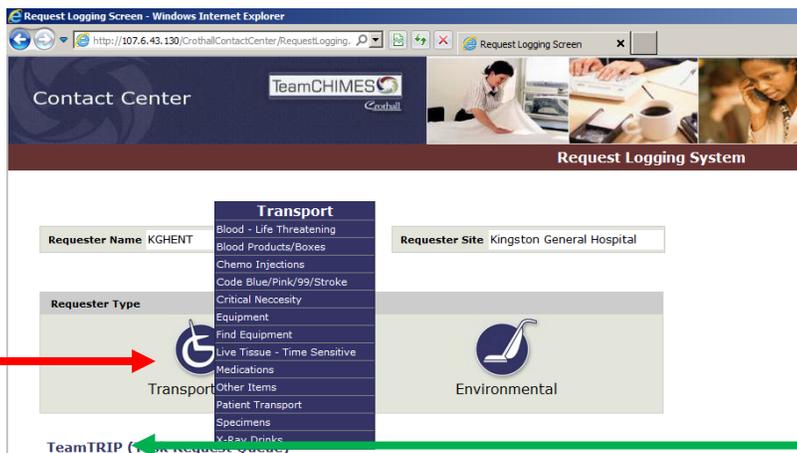
The screenshot shows the 'Contact Center Login' interface. It features a dark blue header with the 'TeamCHIMES' logo and 'Crothall' branding. Below the header, there are two input fields: 'UserName' and 'Password'. At the bottom of the form are two buttons: 'Submit' and 'Clear'.

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



The screenshot shows the 'Request Logging System' interface. At the top, there's a header with 'Contact Center' and 'TeamCHIMES' logos. Below this, there are several input fields: 'Requester Name' (KGHENT), 'Requester Site' (Kingston General Hospital), and 'Requester Type'. The 'Requester Type' dropdown menu is open, showing a list of options including 'Transport' (with a wheelchair icon) and 'Environmental' (with a vacuum icon). A red arrow points to the 'Transport' option, and a green arrow points to the 'TeamTRIP' link below the dropdown.

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