

HEMS Enterprise - FAQs

How do I find my assigned work orders in HEMS Enterprise?

From the work order dashboard, enter your initials into the Assg Eng field on the search items, enter an issue date range if you are searching in a specific range, click search and the desired work order will appear under the search results section of the dashboard.

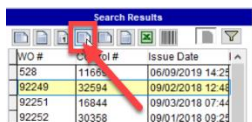
By default, pending is checked and will locate only open work orders. To further define the query, you may enter a work order type (scheduled, project, etc.) and search for a status of closed or awaiting parts.

How do I find all the PM work orders for a specific device or department in HEMS?

First, you will enter the control number for a device and/or enter the department/location name in the respective fields of the work order dashboard search criteria. If a specific date range is required, set the issue/status dates as required, enter the work order status in the standing field (closed, awaiting parts, etc.), and click search.

How do I print a list of equipment that had preventive maintenance performed in a specific date range for a department head or regulatory agency (JC, DNV, CMS, etc.)?

First, enter the department or location information in the respective fields on the work order dashboard search items and enter the desired date range in either the issue date or status date, enter scheduled for the work order type in the Type field, enter closed in the status field, and press search. Under the search results header, click on the Detail All icon (help text appears as you hover over the icons).



WO #	Cl #	Issue Date
538	11694	06/09/2018 14:23
92249	32594	09/02/2018 12:43
92251	16844	09/03/2018 07:44
92252	30358	09/01/2018 09:24

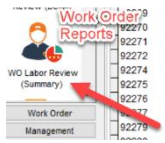
Upon clicking the Detail All icon, shown on the left, a report will open in your browser. At this time, you may print the report or export the report to PDF by clicking on the diskette icon and clicking PDF or Word to create a PM booklet that can be delivered to the department head or regulator.

Why aren't my unable to locate work orders being reflected on the regulatory compliance report even though my staff is using the unable to locate sub code on their work orders?

To receive credit on the regulatory compliance report, the staff must select the sub code of unable to locate and a labor/WO code of locating equipment and document a labor entry on the work order. As a best practice, they should identify the manager that they spoke to in the action text so they can assist in locating their missing equipment.

This is also true for device in use and sent to vendor. In the other cases, the sub code and labor/WO code have the same names (device in use, sent to vendor) and they too should have a labor entry and a brief explanation in the action text field.

How do I check on my staff's or shop's productivity?

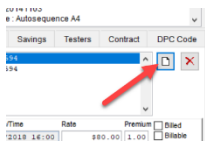


From the dashboard, click on the WO Labor Review report as shown, enter the desired date range in the issue or status date fields, enter the desired assigned engineer initial in the assigned engineer field, or enter the desired team in the team initials field, or enter the desired shop name (carpenter, plumbing, etc.) in the specialty field. To report on the entire department, just filter on the desired date range and press view report to execute the query. The report may be viewed on screen, printed, or exported by clicking on the blue diskette icon and selecting a desired file format.

What is the difference between a Failure/ Sub Code and a Labor/WO code in HEMS Enterprise?

The Failure / Sub Codes are used to further define the work order itself while the Labor/WO code defines the labor type on the work order. For example, Failure codes such as operator error, abuse/physical damage, PM Successful, etc. are characteristics of the work order. Conversely, labor codes such as travel time, overtime, locating equipment, PM, etc. are characteristics of the labor. Further, Work Order codes may be applied to parts as Part Code: vendor part, replacement part, etc.

When adding additional labor or a helper's labor onto a work order, the system only shows one labor entry. How do I add my additional labor or a helper's labor onto a work order in HEMS Enterprise?



To add additional labor or a colleague's labor onto a work order in HEMS Enterprise, you must click the new icon (white page) in the work order section as shown on the left. Because HEMS defaults to edit mode, you will continuously overwrite (edit) the existing labor entry unless you click the new icon, and this must be clicked for each new labor entry on your work order.

How are labor entries documented in HEMS Enterprise: Hours or Minutes?

In HEMS, the labor entries are in hours or decimal hours. For example, 15 minutes is 0.25 hours, 30 minutes is 0.50 hours, and 45 minutes is 0.75 hours.

What is the meaning of Lump Sum for parts and labor in HEMS Enterprise?

If a Biomed or Facilities department called in a vendor or OEM to assist with the repair or PM, the vendor's parts and labor charges are entered on the work order using the respective Lump Sum field. This way, your work order captures all parts and labor costs for that work order giving you a more exact total cost of ownership.

How do I add attachments to a work order in HEMS Enterprise?

From the work order, select the attachment tab, click on attach, choose the attachment file type (PDF, JPG, etc.), and click OK. Likewise, you can directly scan to the work order if you have a TWAIN compliant scanner attached to your PC.

How do I document the test equipment used during a repair or PM? Can I document more than one?

From the testers tab on the work order, you can assign your default tester if configured or you can search for test equipment by clicking the down arrow to the right of the control number field and to the left of the default button.

Yes, you can document more than one tester on a single work order using the down arrow to search for all the test equipment used.

What is the difference between a Summary report and a Detail report in HEMS?

In HEMS, the summary report provides a quick two-page report on your work orders with the first page having graphical information and the second page having the statistics along with the work orders that comprised the statistics. Also, the detailed report offers other filtering conditions such as the ability to view the request and/or action text for each work on the same report. For consistency, all summary reports contain the pie chart icon while the detailed report displays a document type icon.

Is there a quick report to display my PM completion statistics in order to demonstrate regulatory compliance?

Yes, under the management group of reports, there is a regulatory compliance report which is great for monitoring your PM completion and it's grouped by equipment risk. Additionally, this report contains statistics on use errors and abused equipment, and alert/recall work order completion rates.

Can HEMS auto-assign work orders to a technician? Can this be performed in bulk?

Yes, in the equipment inventory module, select the Schedule tab, check the Assigned Engineer box, and assign one of your staff to that device. Now, when PMs are generated, this device will auto-assign to the technician that has PM responsibility.

Bulk assignments are performed with the Equipment Management module which is located under the Utilities menu, Management Tools, and Equipment Management. First, search for the equipment to pre-assign PM: departments, locations, models, equipment type(s). Next, set the select item to Assigned Engineer and choose an engineer of team. Now, click apply and the bulk assignment is complete.

Can work orders be assigned in bulk to an engineer or team?

Yes, the Assign Work Order module allows the manager to filter work orders by the given criteria, choose an engineer or team, set a due date, add a note if desired, and click apply to assign or re-assign work orders.

Can work orders be closed in bulk?

Yes, the Quick Work Order module allows a manager to filter work orders by the given criteria, enter the action text, set the work order status, enter the labor hours for the person who completed the work, apply a work order code, apply labor hours which can be evenly distributed or which can be applied to each work order, attachments can be set, default testers can be set, and click Apply to update/close all of the work orders.

I tried to update a closed work that needed a vendor report to be attached but the work order has a red bar and is locked. How do I make an update to a locked, closed work order?

When work orders are locked, you must see your manager to have them re-open the work order for editing. For managers, they can find the person that can unlock a work order under the Utilities menu, Management Tools, Service Area Configuration, and the Admin/Coordinator is the individual that can unlock a work order.

What is the e! icon for?

The e! icon indicates that the device may contain electronic protected health information and should be treated accordingly when sending the device offsite or when retiring the device. In HEMS, there is built-in logic to prompt the user to erase the data when sending offsite or retiring.

Where do I identify equipment that has the potential to store patient information?

The Model module has a checkbox for ePHI on the Other Details tab. Because models share the same characteristics, this is the most logical place to identify specific device information, manuals, photos, OEM PM procedures, and other data elements.

I notice that HEMS assigns PM procedures, risk scores, and PM scheduling when I add similar devices. How does HEMS apply properties to newly added assets?

HEMS has hierarchy in applying system properties which ensures devices have a minimal amount of information when added to HEMS. First, HEMS will pull the properties (Life Expectance, Risk, PM Procedure, ECRI, etc.) from the Equipment Type module. Next, if the Model module's properties have been enabled, then a unique risk or PM Procedure (OEM) can be applied to the model and every model will inherit these properties. Finally, if set at the Equipment Inventory module, the PM Procedure, PM Frequency, or risk can be set for an individual device. This is the process HEMS uses to assign properties to equipment.

What are work order notes? What are they used for in HEMS?

Work order notes contain information that will print on every new work order's request text. Some of the uses are reminders for certain test equipment, specialize tools, or even infection control precautions for your team. Further, work order notes can be applied to individual asset records or in bulk using the Equipment Management module.