

# iRequestManager for MediMizer X3

Using iRequestManager on the web anyone can enter work requests from anywhere in the hospital. Requesters are kept informed of status of work. Requests can be approved by service manager before becoming work orders. Requests can be sent to pagers, cell phones, or printers.

## iRM Web Portal

- ▶ Enter a work request on the web at any time
- ▶ When entering a work request, all fields are validated, including fields you specify as required
- ▶ Select Equipment and Area using interactive lists and live data
- ▶ Requesters can check on the status of work requests on the web at any time
- ▶ Interactive Web Portal is an ASP.NET 2.0 application that runs on your IIS web server

## Highly Customizable

- ▶ Can configure what various tables and fields will be called, e.g., "Control #" could be called "Red Tag ID"
- ▶ Can configure which work request fields are shown and which are required
- ▶ Can customize instructions and other text that appears on the screen
- ▶ Can put your logo on the web portal pages

## Email and Paging

- ▶ Requester can be informed of status of his/her work requests through email, e.g., request accepted, completed, etc.
- ▶ When a Work Request is approved, it can be emailed to the assigned technician and/or sent to his/her text pager
- ▶ Uses standard SMTP e-mail protocols to send both email and text pages

## Enhanced Security

- ▶ Can disable "Guest" (i.e., anonymous) login to work request web portal
- ▶ Can require all Requesters to register for an account or create accounts for them
- ▶ Can approve applications for work request login accounts
- ▶ Can lock out specific requesters and require passwords for all requesters
- ▶ Can set password required strength, i.e., minimum length, use of digits and punctuation, etc.
- ▶ Can limit Requester to just the Facilities or Departments they work in
- ▶ Can allow certain requesters (e.g., managers) to approve their own requests and automatically generate work orders

## Multiple Hospitals/Multiple Departments

Requesters can be limited to one or more hospitals (Facilities in MM).

Each hospital can have different service managers to process the incoming work requests and have a different printer to print requests.

Can be used for biomed and engineering sharing the same database or separate databases.