How to Enter a Workorder Request for Equipment Maintenance & Repair

Clinical Engineering/Plant Operations Workorders

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WHO DO I CONTACT????

CLINICAL ENGINEERING

- Autoclave
- Balances
- Centrifuges
- Electronic thermometers (i.e. Attest Incubator)
- Incubators
- Laboratory Analyzers (i.e., BioFire)
- Microscopes
- Rockers/Rotators
- Timers
- Waterbaths

PLANT OPERATIONS

- Ambient Room Temperature
- Automated Storage Systems (Storeroom)
- Biological Safety Cabinets
- Electrical Systems/Wall Clocks
- Exhaust Systems/Air Pressure Monitors
- Freezers
- Locks/Doors
- Plumbing
- Pneumatic Tube System
- Refrigerators

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WHAT SHOULD I DO?

Use the Zen Window Icons to enter a Workorder.

Plant Operations

Critical Items *– Call the department with the workorder number.*

1. Holy Cross Hospital – Call extension 2-4120, the Operations Center, and select Plant Operations to contact the engineer on duty.
2. Holy Cross Germantown Hospital – Call extension 2-6072.

How to Enter a Clinical Engineering Workorder

1. Select the Clinical Engineering icon from the Zen Window.
2. Select the **New Service Request** button in the upper right-hand corner of the screen.
3. Enter the following information:
   a. Your health system email address.
   b. Your telephone contact number.
   c. The state/city location and specific site of your facility.
   d. The device or instrument tag number.
   e. A title for the problem ("Incubator temperature out of range")
   f. Specific details of the problem.
   g. Add attachments in the designated space and submit to create the workorder. **Submit**

How to Enter a Clinical Engineering Workorder

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How to Enter a Plant Operations Workorder

1. Select the Plant Operations icon from the Zen Window.
2. Select the appropriate Easy Net screen link for your facility.
3. Enter 'A' for the username/password, and the information below:
   a. Specific details of the problem.
   b. Your name as the 'Requester' and your contact phone number (This information will auto-file if you are logged into the computer).
   c. The device or instrument tag number, if available.
   d. Your cost center (Select from the drop-down menu).
   e. The specific location in the laboratory of the workorder item.
4. Select submit to create the workorder. Submit
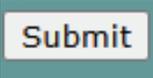
How to Enter a Plant Operations Workorder

Home

Enter the tag number, if the tag number is unknown leave the field blank. For a quick tip on what to enter in each field, move your mouse over the field label. NOTICE: Do not use this form to submit emergency service requests.

Problem: Gram stain sink water is leaking into the undercabinet.

Requester: S. Stuckey

Phone: 301-557-6320

Tag:

Cost Center: Laboratory Admn

Location: Micro Section

Want to view your equipment inventory? Please use the following login information at the login screen.   Username: A and Password: A

Equipment Look Up   Work Order Look Up   Submit

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