Patient Requests

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Chapter Overview

This chapter explains how to create patient requests for Patient View.

The topics in this chapter include the following:

Patient Requests

During their hospital stay, patients request items and services such as "Clean my room", "Lower the temperature in my room", or "Bring me an ice pack". Patient View has the capability to allow patients to choose from a list of requests and submit them so that the appropriate department is notified. This will save care staff the time taking such requests and contacting those departments to fulfill the requests.

As with Patient FAQs and Patient Messages, Patient Requests can be created specifically for units. The Pediatric Care unit, for example, may want to add requests that children are likely to ask for such as toys, board games, books, and snacks. The requests can also be targeted to a particular age group or gender. It is a best practice to consult with hospital units before creating the Patient Requests.

After you create the requests, you will need to create work flows for them in the Pathways screen. The work flows can route every request to the care staff or each request to a different department. For example, the requests to "Clean my room" and "Bring me extra pillows" could be routed to Housekeeping. "Replace my light bulb" and "My toilet is broken" could go directly to the Maintenance department.

Features of the Patient Requests Page in Admin View

You will create the requests in the Patient Requests screen of Admin View. This screen has the following features:

- Unit configuration: Requests can be created just for units/departments. They are mapped to a department ID, which is pulled from EMR and appears in the drop-down menu located on the upper right corner of the Patient Requests page.
- Bulk import: The Patient Requests page has bulk import functionality. The format of the file that you need is provided in the Actions menu. Choose **Download Requests** to download the csv file to your desktop. Add new requests to the file and then import the revised file back into Patient Requests using the **Import Requests** button in the Actions menu. The bulk import functionality is also useful when you need to edit multiple requests. Download the csv file, edit the entries, save the file, and import the saved file back into the Patient Requests page.

Create a New Patient Request

A new patient request is created in the Patient Request screen. Follow these steps to add a single request to the list:

Step 1 Choose **Patient Requests** within the Patient TV menu in the left pane.

Step 2 If the request is specific to a unit/department, choose it from the drop down list in the upper right corner of the Patient Requests pane. If you do not choose a unit/department, the request will be shown to all patients (if age or gender is not specified either).

Step 3 From the Actions menu, choose **Create Request**.

Step 4 Enter a request statement. such as “Bring me a blanket” or “Send the chaplain to my room”.

Step 5 Choose a gender or age group if appropriate.

Step 6 Save the request.

Refer to the “Pathways” chapter for instructions on how to create a work flow for the requests.

Bulk Import Requests

If you want to add many requests at once, it is faster to bulk import them into Admin View. This process also saves time when you need to edit many requests.

Step 1 Choose **Download Requests** from the Actions menu.

Step 2 Open the spreadsheet.

Step 3 Add all the request statements to the spreadsheet with each statement on a separate row.

Step 4 Save the file as “CSV (comma delimited)” to your desktop.

Step 5 Choose **Import Requests** from the Actions menu.

Step 6 Find the spreadsheet, and click the **Open** button.

Refer to the “Pathways” chapter for instructions on how to build work flows for the requests.

Modify or Delete Requests

If you want to modify the text of a request, go to the Action column and click the button with the blue pencil icon. If you have many edits, use the bulk import functionality.

To delete a request, click the red X button.