



Patient Requests

Chapter Overview

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

The topics in this chapter include the following:

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 - [Features of the Patient Requests Page in Admin View](#)
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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 Workflow 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 are imported from EMR through the .csv file or entered manually 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. Refer the Appendix to know the format and details of the .csv file.

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:

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- 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).
A new blank row gets added in the table.
- 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.



Note Refer to the [Workflow](#) section for instructions on how to create a work flow for the patient 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.

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- Step 1** Choose **Download Requests** from the Actions menu.
- Step 2** Open the downloaded CSV file.
- Step 3** Add all the request statements to the file with each statement on a separate row.
- Step 4** Save the file as a CSV file to your desktop.



Note Refer the [File Format for Requests](#) section to know the file format details for bulk import of requests.

- Step 5** Choose **Import Requests** from the Actions menu.
- Step 6** Click the **Choose File** button, select the file, and click the **Open** button.

- Step 7** The Bulk Import dialog box opens. Data must be entered in the following fields:
- Task Description
 - Icon URL
 - Unit Id
 - Age
 - Gender
- Step 8** Click the **Start Upload** button on the Import dialog box.
After a few seconds, a success message appears and the **Start Upload** button will be displayed as **Download Result** button.
- Step 9** Click the **Download Result** button to know the status of the newly added or updated requests.
- Step 10** Click the **Done** button on the Bulk Import dialog box to complete your task.



Note Refer to the [Workflow](#) section for instructions on how to create a work flow.

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.

