

Comprehensive reporting is also available from within the system to show Helpdesk calls carried out in time, on target, by job type and person plus more.

- ◆ The software can link to other software applications if required.
- The software can also be used to assist Discharge & Security Teams

How Can Help?

We can assist you and your Trust in the following areas:

- ◆ Room register generation plus general system setup.
- ◆ Create standard sets of job descriptions with possible times assigned.
- ◆ Setup the database ready for installation, carry out training and general hand holding for staff.
- ◆ Provide the phones/ handsets.

For further information and to arrange a demo please contact

Pierce Management Services

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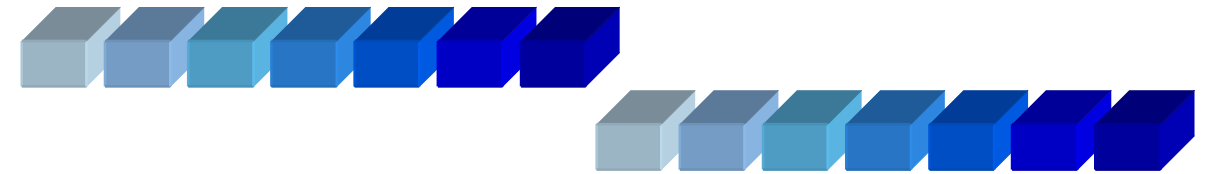
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Maintenance and Estate Management Specialists



Call-a-Porter System / Helpdesk



This Software assists you in managing your Portering services:

- Helpdesk calls
 - Recording job tasks
 - Assigning job priority & tasking all jobs
 - Better Staff Communication
 - Quicker response and completion times
 - Better Staff Utilisation Rates
 - Audit Trail Information
 - Increased Service Levels
 - Better Customer Satisfaction
- The software can also be used to assist Discharge & Security Teams

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The Helpdesk / Call-a-Porter System allows all types of Helpdesk jobs to be recorded, which provides management of the job through to completion.

The system broadly encompasses the following:-

- Records Helpdesk call details that are logged against trade type, caller and area/room
- Allows for jobs to be set with target completion time and date.
- Controls the issue of each job and displays a history of events.
- Produces various reports against an extensive search facility.
- Simple and effective software.
- Jobs sent to porter on phone system and recorded when complete.

Helpdesk Docket No: 6 HD No: HD000006

Helpdesk | Helpdesk Technical * There is 1 outstanding call for this asset *

Caller Tel: 907867 Status: Registered
 Caller: Matt Goodman Supplier/Trade: PORTER
 Call date/Time: 19/07/2007 14:50 Priority code: HIGH PRIORITY
 Target date: 20/07/2007 14:50 Actioned By: 0014 P Wright
 Caller Address: Pathology, Leighton Hospital, WHOLE DEPARTMENT (2434)
 Fault Address: Ward 19, Leighton Hospital, WHOLE DEPARTMENT (1972) Search Primary Assets

Job Description: Patient transfer : DUTIES: Patient transfer and assistance by wheelchair
 FREQUENCY: Average 100 per week
 SPECIAL REQUIREMENTS: Immediate response

History: Call created on 19/Jul/2007 14:52 By PMS

Job Information: Add Del Appointment Date/Time: Appointment

Code	Job Description
Patient transfer	DUTIES: Patient transfer and assistance by wheelchair

Pierce Management Services Realtime Monitoring Refresh Interval 20 Sec's 19/07/2007 15:06

Job Filters: Priority Code: Supplier: PORTER Call No:

Call No: HD000006 Patient transfer : DUTIES: Patient transfer and assistance by wheelchair
 Asset From: Pathology: Pathology
 Asset To: Ward 19: Ward 19

Call No	Job Description	Required Target Time	Time/Mins:	Porter:
HD000007	Nitrous oxide gas bank switch to reserve : DUTIES: Nitrous oxide gas bank switch to reserve	19/07/2007 15:05	-1mins:	0002: T Doherty
HD000008	Linen deliveries : DUTIES: Linen deliveries	19/07/2007 15:06	0hrs: 0mins:	0017: L Martin
HD000009	Patient transfer : DUTIES: Patient transfer and assistance by wheelchair	19/07/2007 15:08	2mins:	:
HD000006	Patient transfer : DUTIES: Patient transfer and assistance by wheelchair	19/07/2007 15:20	14mins:	0014: P Wright

Jobs: Job Select Code: Patient transfer ID: 14 Commit Change

Description: DUTIES: Patient transfer and assistance by wheelchair
 FREQUENCY: Average 100 per week
 SPECIAL REQUIREMENTS: Immediate response

Priority code: PORTERING - HIGH
 Account Code: ACC1
 Supplier/Trade: PORTER
 Grade Code:
 Job type: RT Cost: 0

The software holds a list of standard jobs and these can be allocated to a task and then sent to the Porter who has a mobile device.



They are allowed to 'accept' the job which is then recorded back to the 'real time' report so the very latest status of each task is shown.

busy call-a-porter.com

Tim Hubbard TIM TASK 16
 FROM A E
Patient by Bed With a nurse
 TO Ward 18
 PORTERS STANDARD
 Refresh Accept Reject Done

When completed the Porter can then use the mobile device to complete the task and the system is updated automatically. The Porter can then accept another job.