

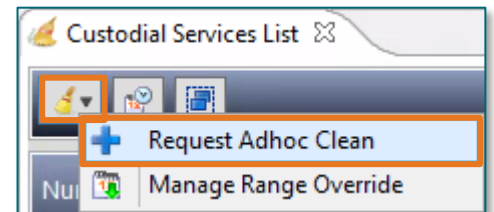
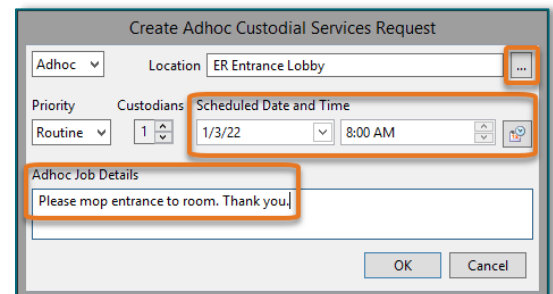
**Within Capacity Management, end users have the ability to request a clean job or for a patient to be transported to another location or discharged from facility.**

## AdHoc Requests

Many of the tasks associated with patient flow are automated in Capacity Management. However, there are times tasks which need to be completed outside of one of the automated filters.

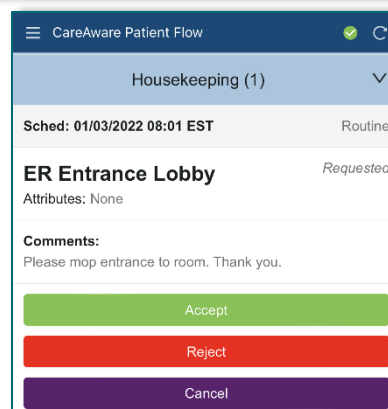
### ➤ Custodial Service Needs

- In the event a cleaning is not associated with a discharge or transfer, staff can place an AdHoc request for custodial staff to be alerted.
  - While on the **Custodial Services List** gadget, click the **Broom** icon.
  - Select **Request Adhoc Clean**.
  - Enter the Location by using the ellipses button to expand facility.
    - Once the location has been selected, it will appear in the Recent tab for ease in future selection.
  - End-users can set a time for cleaning to occur or leave as the default time.
  - Staff can also change the number of custodians needed to complete the job.
  - Enter comments to alert custodial staff what needs to be cleaned and click OK.

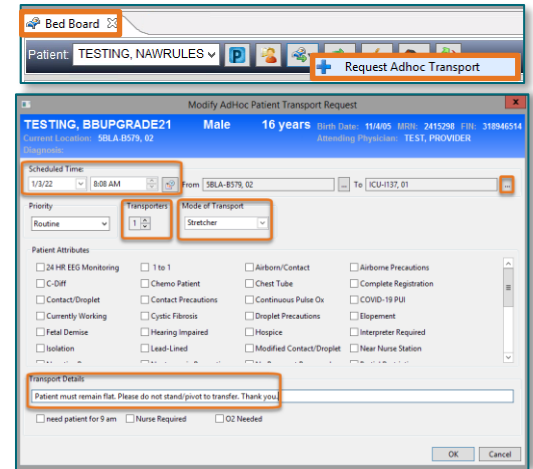
**NOTE:** This will place the job on the Custodial Services List and create a job on the mobile device of the custodian assigned to the zone.

Mercy Emergency Department...    Routine    Adhoc    Requested    Please mop entrance to ED. Thank you.



➤ **Transport Service Request**

- End users at Mercy and EMMC have the ability to request assistance from Transport staff to take patients for testing or when being discharged from the facility.
  - While on the Bed Board, Patient List, or Transport List, staff have the access to the **Transport** action button.
    - Click the **Transport** button and **Request AdHoc Transport**.
    - When the request window opens, the end user will note the **From** location defaults to the current location.
    - Enter the **To: location** using the ellipses button.
    - End users can schedule a time, request more than one transporter, and change the mode of transport, if appropriate.
    - Patient Attributes will default based on what is already charted or selected, but if additional attributes are needed, the box can be checked.
    - Enter **Transport Details** if appropriate and click **OK**.



**NOTE:** The request will populate to the Transport List and create a job on the mobile device for the transporter assigned in sending zone.

