

Click path for BMED Module

NIMS eHMS



e-Sushrut *G-5*

An Advanced Hospital Management Information System

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BMED Module

Click Path

1. Complaint Raised And Maintenance

Click on Equipment Maintenance → Services → Complaint Raised And Maintenance

Enter the Fields.


Note All fields marked as '*' are mandatory

- Department → Choose from drop down menu as per applicable department from where complaints will be raised.
- Click "New" button → Complaint raised and maintenance detail will be fetched on system.
- Out of the two radio button (Item, Non-item) select the appropriate option as per requirement of complaint rising.
- Complaint Type → Out of the two radio button (Internal, External) select the appropriate option as per complaint type of complaint rising.

Employee Details

- Department Details → Choose from drop down menu as per applicable department from where complaints will be raised.

Note : Showing selected department in previous form by default.

- Store Name → Choose from drop down menu as per applicable store for raising complaint.
- Engineering Item Type → Drop down contains all the Engineering Item Type → Select Engineering Item Type as per the requirement (i.e. Civil Work / Machine /Instrument).
- Engineering Item Sub Type → Choose from drop down menu appropriate sub type of engineering item type.
- Item Name → Select item name from the drop down menu. → Stock details of selected item will be fetched on screen → Click on Radio button to select.
- Previous complaint Details → On clicking , previous complaint details will be fetched on screen.

Complaints Details

- Complaint Description → Enter complaint description in text area.
- Is Item in working Condition → Out of the two radio button (YES, NO) select the appropriate option for item working condition.
- Enter preferred time range (From Time and To Time) in HH:MM 24 Hr format.
- Contact Person Name → Enter staff member contact person name who will be contact for complaint.
- Contact No. → Enter staff member contact number for communication.
- Land Mark Description → Enter land mark description where complaint will be attend.

Save – Cancel – Clear buttons

- Save → Details gets submitted → Complaint form for repair is printed.
- Cancel → Complaint Raised And Maintenance window will close and back to previous form..
- Clear → It will clear all the fields of the form.

Process of after Complaint Approval

Click on Equipment Maintenance → Services → Complaint Raised And Maintenance

Enter the Fields.

Note All fields marked as '**' are mandatory

- Department → Choose from drop down menu as per appropriate department. → Summary of Active complaints will be fetched on screen.

Active Complaint

- Select the record to perform action on it from tabular list.
- Reminder → Select Reminder action from drop down menu → Click on "GO" button. → Summary of complaint reminder and internal reminder form will be fetched on screen.
 - Reminder Details → Enter the reminder details against complaint. → Click on "SAVE" button to submit reminder detail.

- Grievances → Select Grievances action from drop down menu → Click on "GO" button.
→ Summary of complaint grievances detail (Internal) form will be fetched on screen.
 - Engineering Item Type → Drop down contains all the Engineering Item Type → Select Engineering Item Type as per the requirement (i.e. Civil Work / Machine /Instrument).
 - Engineering Item Sub Type → Choose from drop down menu appropriate sub type of engineering item type.
 - Service Engineer Name → Choose from drop down menu appropriate service engineer name who will be attend complaint
 - Escalation Level → Select escalation level from drop down menu.
 - Name → Enter staff member contact person name that will be contact for complaint.
 - Contact No. → Enter staff member contact number for communication.
 - Mode of Escalation → Select mode of escalation from drop down menu as per applicable.
 - Date of Escalation → Click on calendar to select date of escalation.
 - Time of Escalation → Enter the time of escalation in HH:MM 24hr format.
 - Click on "SAVE" button to submit grievance detail.

2. Complaint Approval

Click on Equipment Maintenance → Services → Complaint Approval

Enter the Fields.

Note All fields marked as '**' are mandatory

- Department Name → Choose from drop down menu as per applicable department for whom complaints will be approved.
- Status → Choose appropriate status from drop down to view chosen status records.
- Select the record on click checkbox to perform activity on it.
 - Verify → Click on verify to approve the complaint, summary of complaint is shown.
 - Choose accepted or rejected radio button.
 - Remarks → Enter the remarks.
 - View → Click on view summary of approved complaint.
- **Save – Clear – Cancel buttons**
 - Save → Details gets verified
 - Clear → It will clear all the fields of the form.
 - Cancel → It will bring back user to previous page.

3. HEM Desk

Click on Equipment Maintenance → Services → HEM Desk

Enter the Fields.

Note All fields marked as '*' are mandatory



- Engineering Item Type → Choose Engineering Item Type (i.e. Civil Work / Machine /Instrument) from drop down.
- Engineering Item Sub Type → Choose from drop down menu appropriate sub type of engineering item type.
- Status → Choose appropriate status from drop down to view chosen type records.
- Search Button → Record is displayed based on the input selection criteria by clicking on search button.
- Select the record to perform activity on it.
 - **Schedule** → Click on schedule to schedule of service engineer for attends complaint.
 - On clicking Schedule, form containing summary of complaint schedule is shown.

In case of Internal Service Provider

- Service Engineer Details → Click on radio button to select service engineer from tabular list.
- **Other Service Engineer Details**
 - Other service engineer details will be displayed on screen based on the filter by and value by selecting on drop down menu.
 - Click on radio button to select service engineer from tabular list.
- Expected Date to Attend → Click on calendar to select expected date to attend complaint by service engineer.
- Expected Time to Attend → Enter expected time to attend complaint in HH:MM 24 Hr format.



- Service Engineer Remarks → Enter service engineer remarks for complaint.

In case of External Service Provider

- If service will be allocated to external service provider then click on checkbox of "Allocate to External Service Provider" .
- Intimation Date → Click on calendar to select intimation date of service provider.
- Intimation Time → Enter intimation time of service provider in HH:MM 24Hr format.
- Contact Person → Enter contact person name of service provider.
- Contact No. → Enter contact number of service provider.
- Problem Description → Enter problem description.
- Communication Id → Enter communication Id of service provider
- Expected Visit → Enter expected visit of service provider
- Expected Visit Unit → Choose from drop down menu expected visit unit.
- Solution Provided → Enter solution provided by service provider.
- Previous Schedule → On clicking , previous schedule details will be fetched on screen.
- Previous Attender → On clicking , previous attender details will be fetched on screen.

Save – Clear – Cancel buttons

- Save → Schedule gets generated.
 - Clear → It will clear all the fields of the form.
 - Cancel → It will bring back user to previous page.
- **Attend** → Click on attend to attend complaint.
 - On clicking Attend, form containing summary of complaint attend is shown.

- Schedule Detail → On clicking , previous schedule details will be fetched on screen.
- Attender Detail → On clicking , previous attender details will be fetched on screen.
- **Attend Details**
 - Service Engineer Name → Enter service engineer name who had attended.
 - Contact No. → Enter contact number of service engineer.
 - Attend Date → Click on calendar to select attended date of service engineer.
 - Attend Time → Enter attended time of service engineer in HH:MM 24Hr format
 - Actual Problem Description → Enter actual problem description which is provided by service engineer.
 - Is Item /Spare part moved out → If Item/Spare part moved out then click on checkbox of "Is Item / Spare part moved out"
 - Gate Pass No. → Enter gate pass number for Item /Spare part moved out.
- **Spare Part Maintenance Status**
 - Click on "ADD" Button → Spare part detail will be pop-up on screen. → Choose from drop down menu spare part status.
 - On clicking Active status, form containing summary Add spare part detail is shown.
 - Spare Part Name → Choose spare part name from drop down menu.
 - Item Serial No. → Enter item serial number.
 - Manufacture Name → Choose manufacture name from drop down menu
 - Manufacture serial Number → Enter manufacture serial number of item.

- Warranty From Date → Enter warranty from date in DD:MON:YYYY format of item.
- Warranty Upto → Enter warranty upto of item.
- Warranty Upto Unit → Choose from drop down menu warranty upto Unit.
- Specification → Enter the specification of spare part.
- Performed Date → Enter performed date of spare part in DD:MON:YYYY format.
- Click on SAVE button to save details.
- On clicking Replace status, form containing spare part stock detail record in tabular form.
- Click on radio button to select record from tabular list.
 - Item Serial No. → Enter replaced item serial number.
 - Manufacture Name → Choose manufacture name from drop down menu.
 - Manufacture serial Number → Enter manufacture serial number of replaced item.
 - Warranty From Date → Enter warranty from date in DD:MON:YYYY format of replaced item.
 - Warranty Upto → Enter warranty upto of replaced item.
 - Warranty Upto Unit → Choose from drop down menu warranty upto Unit.
 - Specification → Enter the specification of spare part.
 - Performed Date → Enter performed date of spare part in DD:MON:YYYY format.
 - Click on SAVE button to save details.
- On clicking Repaired status, form containing spare part stock detail record in tabular form.
- Click on radio button to select record from tabular list
 - Click on SAVE button to save details.

- Solution Provided → Enter solution provided by service engineer against complaint.
- Task → Click on checkbox of task → Task details popup menu will be fetched on screen. → Click on checkbox to check performed task. → Click on "OK" button.
- Item is in Working Condition → Out of two Radio button (YES,NO) to choose any of them.
- From Date → Click on calendar to select from date of attendant to providing service.
- From Time → Enter from time in HH:MM 24Hrs format.
- To Date → Click on calendar to select to date of attendant to providing service
- To Time → Enter to time in in HH:MM 24Hrs format.
- Visit → Out of two Radio button (YES,NO) to choose any of them.
- Is Cost Involved → Click on checkbox of Is Cost Involved.
 - Cost → Enter cost amount.
 - Bill No. → Enter bill number.
 - Bill Date → Select billing date on click of calendar.
- Attendant Remark → Enter attendant remarks for further communication.

Save – Clear – Cancel buttons

- Save → Attend details will submitted.
 - Clear → It will clear all the fields of the form.
 - Cancel → It will bring back user to previous page.
- **Grievances** → Click on Grievances
 - On clicking Grievances, form containing summary of complaint grievances detail (Internal) form will be fetched on screen.
 - Engineering Item Type → Drop down contains all the Engineering Item Type → Select Engineering Item Type as per the requirement (i.e. Civil Work / Machine /Instrument).

- Engineering Item Sub Type → Choose from drop down menu appropriate sub type of engineering item type.
- Service Engineer Name → Choose from drop down menu appropriate service engineer name who will be attend complaint
- Escalation Level → Select escalation level from drop down menu.
- Name → Enter staff member contact person name that will be contact for complaint.
- Designation → Enter designation of staff member.
- Mode of Escalation → Select mode of escalation from drop down menu as per applicable.
- Date of Escalation → Click on calendar to select date of escalation.
- Time of Escalation → Enter the time of escalation in HH:MM 24hr format.

Save – Clear – Cancel buttons


- Save → Grievances details will submitted.
- Clear → It will clear all the fields of the form.
- Cancel → It will bring back user to previous page.
- **Reminder Reply → Click on Reminder Reply to reply reminder of complaint.**
 - On clicking Reminder Reply, form containing summary of complaint reminder reply is shown.
 - Internal Reminder Form→ Internal reminder detail will be fetched automatic in screen.
 - Reply → Enter reply against reminder.

Save – Clear – Cancel buttons

- Save → Reminder Reply will submitted.
- Clear → It will clear all the fields of the form.
- Cancel → It will bring back user to previous page.
- **Close** → click on close to close complaint.
- Repair by vendor → If complaint was repaired by vendor then click on checkbox.

- Vendor Name → Select vendor name from drop down menu.
- Invoice No. → Enter Invoice number.
- Closing Date → Click on calendar to choose closing date.
- Closing Time → Enter closing time in HH:MM 24 Hr format.
- Total Cost Involved → Enter total cost involved in INR.
- Reason for closing → Enter the reason for closing.
- Item is in working Condition → Out of two Radio button (YES,NO), click one of them for item is in working condition or not.
- Total down time → Enter total down time in Hours only.
- Verified by → Select verified by name from drop down menu.

Save – Clear – Cancel buttons

- Save → closing details will be submitted.
- Clear → It will clear all the fields of the form.
- Cancel → It will bring back user to previous page.
- **View** → Click on view summary of complaint detail.
 - On clicking , Scheduler details, Attender details, Reminder, Grievances details, Spare Part detail and close details will be viewed on screen.

4. Offline Complaint Logs

Click on Equipment Maintenance → Services → Offline Complaint Logs

Enter the Fields.

Note All fields marked as '**' are mandatory

- Out of the two radio button (Item, Non-item) select the appropriate option as per requirement of complaint rising.
- Complaint Type → Out of the two radio button (Internal, External) select the appropriate option as per complaint type of complaint rising.
- Department Details → Choose from drop down menu as per applicable department from where complaints will be raised.
- Store Name → Choose from drop down menu as per applicable store for raising complaint.
- Complainer Name → Select complainer name of staff member from drop down menu.
- Designation → Designation of staff member will be fetched automatically.
- Engineering Item Type → Drop down contains all the Engineering Item Type → Select Engineering Item Type as per the requirement (i.e. Civil Work / Machine /Instrument).
- Engineering Item Sub Type → Choose from drop down menu appropriate sub type of engineering item type.
- Item Name → Select item name from the drop down menu. → Stock details of selected item will be fetched on screen → Click on Radio button to select.

Repair By Vendor

- Vendor Name → Select vendor name from drop down menu.
- Invoice No. → Enter Invoice number.

Complaint Log

- Vendor /Service Engineer Name → Select service engineer name from drop down menu.
- Communication ID /Contact No → Enter communication Id or Contact number of contacted service engineer name.
- Date of Attend → Click on calendar to select date of attend.

- Time of Attend → Enter time of attend in HH:MM 24Hr format.
- Date of Closing → Click on calendar to select date of closing.
- Time of Closing → Enter time of closing in HH:MM 24Hr format.
- Is spare Part Maintenance Involved → Click on checkbox if spare part maintenance is involved.
- Problem Description → Enter problem description which is provided by service engineer.
- Solution Provided → Enter solution which is provided by service engineer.
- Reason for Close → Enter the reason for close
- Is Item In Working Condition → Out of two Radio button (YES,NO),click one of them for item is in working condition or not.
- From Date → Click on calendar to select from date.
- From Time → Enter from time in HH:MM 24Hr format.
- Is Penalty → Click on checkbox if is penalty.
- Penalty Amount → Enter penalty amount.
- Verified By → Select verified by name from drop down menu.
- Date → Click on calendar to select date.
- Time → Enter time in HH:MM 24Hr format.

Save – Clear – Cancel buttons

- Save → Offline Complaint logs will submitted.
- Clear → It will clear all the fields of the form.
- Cancel → It will bring back user to previous page.

5. Item Warranty Details

Click on Equipment Maintenance → Services → Item Warranty Details

Enter the Fields.

Note All fields marked as '**' are mandatory.

- Out of the two radio button (Item, Non-item) select the appropriate option as per requirement of complaint rising.
- Department Details → Choose from drop down menu as per applicable department from where complaints will be raised.
- Store Name → Choose from drop down menu as per applicable store for raising complaint.
- Engineering Item Type → Drop down contains all the Engineering Item Type → Select Engineering Item Type as per the requirement (i.e. Civil Work / Machine /Instrument).
- Engineering Item Sub Type → Choose from drop down menu appropriate sub type of engineering item type.
- Item Name → Select item name from the drop down menu. → Stock details of selected item will be fetched on screen → Click on Radio button to select.
- Supplier Name → Select supplier name from drop down menu of item
- Warranty Start Date → Enter warranty start date of item.
- Warranty Upto → Enter warranty upto of the item.
- Warranty Upto Unit → Choose from drop down menu warranty upto Unit.
- Tender No. → Enter tender no of Item
- Tender Date → Click on calendar to select date of tender
- Order No. → Enter order number of item.
- Order Date → Click on calendar to select order date of item.
- Terms & Condition → Enter term and condition

File Upload Details

- Ref. No. /Ref. Date → Enter reference number and select reference date by clicking on calendar

- Attach → Click on Choose file label → Go to the path where file for attachment is stored in system. → Select file name → click on open button.

Save – Clear – Cancel buttons

- Save → Item warranty details will submitted.
- Clear → It will clear all the fields of the form.
- Cancel → It will bring back user to previous page.

6. Offline Spare Part Add

Click on Equipment Maintenance → Services → Offline Spare Part Add

Enter the Fields.

Note All fields marked as '**' are mandatory.

- Department Details → Choose from drop down menu as per applicable department from where complaints will be raised.
- Store Name → Choose from drop down menu as per applicable store for raising complaint.
- Engineering Item Type → Drop down contains all the Engineering Item Type → Select Engineering Item Type as per the requirement (i.e. Civil Work / Machine / Instrument).
- Engineering Item Sub Type → Choose from drop down menu appropriate sub type of engineering item type.
- Item Category → Select appropriate item category from drop down menu
- Item Name → Select item name from the drop down menu. → Stock details of selected item will be fetched on screen → Click on Radio button to select.

Spare Part Stock Details

- Spare Part Name → Choose spare part name from drop down menu.
- Spare Part Serial No. → Enter spare part serial number.
- Manufacture Name → Choose manufacture name from drop down menu
- Manufacture serial Number → Enter manufacture serial number of spare part.
- Warranty From Date → click on calendar to enter warranty from date of spare part.
- Warranty Upto → Enter warranty upto of spare part.
- Warranty Upto Unit → Choose from drop down menu warranty upto Unit.
- Specification → Enter the specification of spare part.
- Performed Date → click on calendar to enter performed date of spare part.

Save – Clear – Cancel buttons

- Save → Offline Spare part add detail gets submitted.
- Clear → It will clear all the fields of the form.
- Cancel → It will bring back user to the menu.

7. Item Maintenance Contract Details

Click on Equipment Maintenance → Services → Item Maintenance Contract Details

Enter the Fields.

Note All fields marked as '**' are mandatory.

- Out of the two radio button (Item, Non-item) select the appropriate option as per requirement of complaint rising.
- Department Details → Choose from drop down menu as per applicable department from where complaints will be raised.
- Store Name → Choose from drop down menu as per applicable store for raising complaint.
- Engineering Item Type → Drop down contains all the Engineering Item Type → Select Engineering Item Type as per the requirement (i.e. Civil Work / Machine /Instrument).
- Engineering Item Sub Type → Choose from drop down menu appropriate sub type of engineering item type.
- Item Category → Select appropriate item category from drop down menu
- Item Name → Select item name from the drop down menu. → Stock details of selected item will be fetched on screen → Click on Radio button to select.
- Maintenance Contract Supplier → Select maintenance contract supplier name from drop down menu for item.
- Maintenance Contract Type → Select appropriate maintenance contract type from drop down menu for item.
- Maintenance Contract Name → Enter maintenance contract name of item.
- Tender No. → Enter tender no of Item
- Tender Date → Click on calendar to select date of tender
- Order No. → Enter order number of item.
- Order Date → Click on calendar to select order date of item.
- From Date → Click on calendar to select from date.
- To Date → Click on calendar to select to date.
- Routine Frequency → Enter routine frequency of item maintenance.

- Unit Name → Select unit name of routine frequency from drop down menu.
- Response Time → Enter response time of item maintenance.
- Maintenance Cost → Enter maintenance cost of item.
- Terms & Condition → Enter term and condition
- Penalty Condition → Enter penalty condition of maintenance.

File Upload Details

- Ref. No. /Ref. Date → Enter reference number and select reference date by clicking on calendar
- Attach → Click on Choose file label → Go to the path where file for attachment is stored in system. →Select file name →click on open button.

Save – Clear – Cancel buttons

- Save → Item Maintenance contract detail gets submitted.
- Clear → It will clear all the fields of the form.
- Cancel → It will bring back user to the menu.

8. Equipment Inspection /Test Details

Click on Equipment Maintenance → Services → Equipment Inspection/Test Details


Enter the Fields.

Note All fields marked as '**' are mandatory.

- Department Details → Choose from drop down menu as per applicable department from where complaints will be raised.
- Store Name → Choose from drop down menu as per applicable store for raising complaint.
- Engineering Item Type → Drop down contains all the Engineering Item Type → Select Engineering Item Type as per the requirement (i.e. Civil Work / Machine /Instrument).
- Engineering Item Sub Type → Choose from drop down menu appropriate sub type of engineering item type.
- Item Name → Select item name from the drop down menu. → Stock details of selected item will be fetched on screen → Click on Radio button to select.

Test /Inspection Details

- Inspection / Test Name → Select Inspection /Test name of equipment from drop down menu.
- Out of two Radio button (Internal,External) choose any of them for equipment inspection.
 - In case of Internal
 - Test Date → Click on Calendar to select test date of equipment
 - Test Time → Enter test time of equipment in HH:MM 24Hr format
 - Result → Enter the result for done equipment inspection
 - Confirmed By → Select confirmed by name from drop down menu who has confirmed inspection of equipment.
 - In Case of External
 - Test Date → Click on Calendar to select test date of equipment
 - Test Time → Enter test time of equipment in HH:MM 24Hr format
 - Result → Enter the result for done equipment inspection

- Supplier /Manufacturer Name → Select supplier/ manufacturer name from drop down for equipment.
- Enter Parameter details of Inspection/Test of equipment.
- Select input parameter from drop down menu →Enter output of selected input parameter.
- Click on  to add more input/output parameter of inspection.

Save – Clear – Cancel buttons

- Save → Equipment Inspection /Test detail gets submitted.
- Clear → It will clear all the fields of the form.
- Cancel → It will bring back user to the menu.