



NU HOSPITALS
Urinary, Kidney Care, Fertility & Transplant Center



Nephro-Uro
Fertility Specialists



CAHO

Committed to Safer Patient Care



9th Edition

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Karnataka: **Bengaluru** - Padmanabhanagar & Rajajinagar, **Shivamogga** | Tamilnadu: **Ambur** | Maldives: **Malé**

TICKETING SYSTEM FOR NON-CLINICAL DEPARTMENTS

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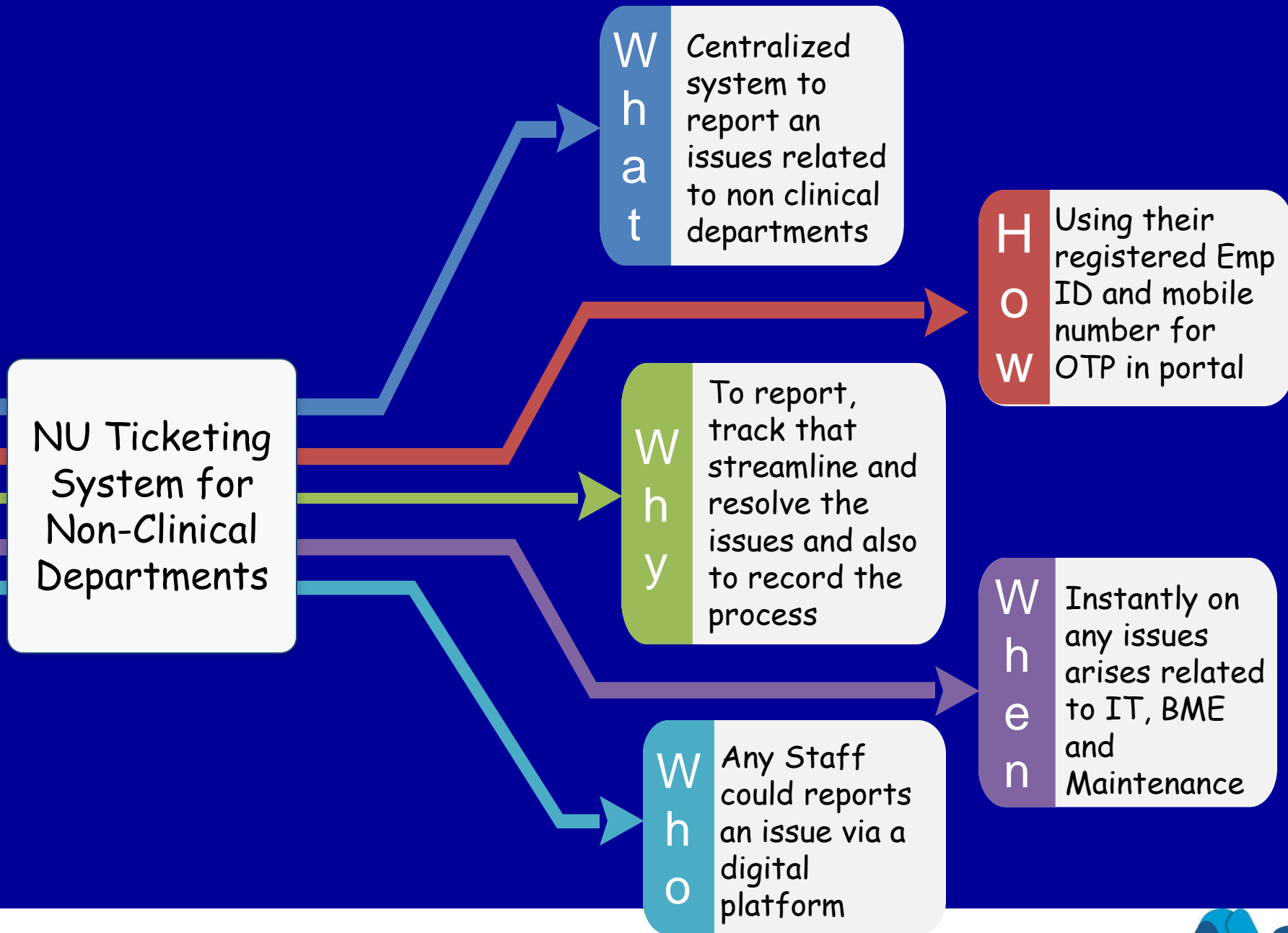
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OVERVIEW OF TICKETING SYSTEM

- A hospital's ticketing system is a crucial tool for organizing and managing a variety of tasks related to equipment, IT support, maintenance, and facilities issues for a seamless operation that enhances patient care and safety.
- It gives all hospital employees the ability to efficiently report, track, and resolve problems by concerned stakeholder via a channelized method.
- This ticketing system's primary goals are prompt communication, assignment, reaction, correction, less downtime, and accurate data and documentation.



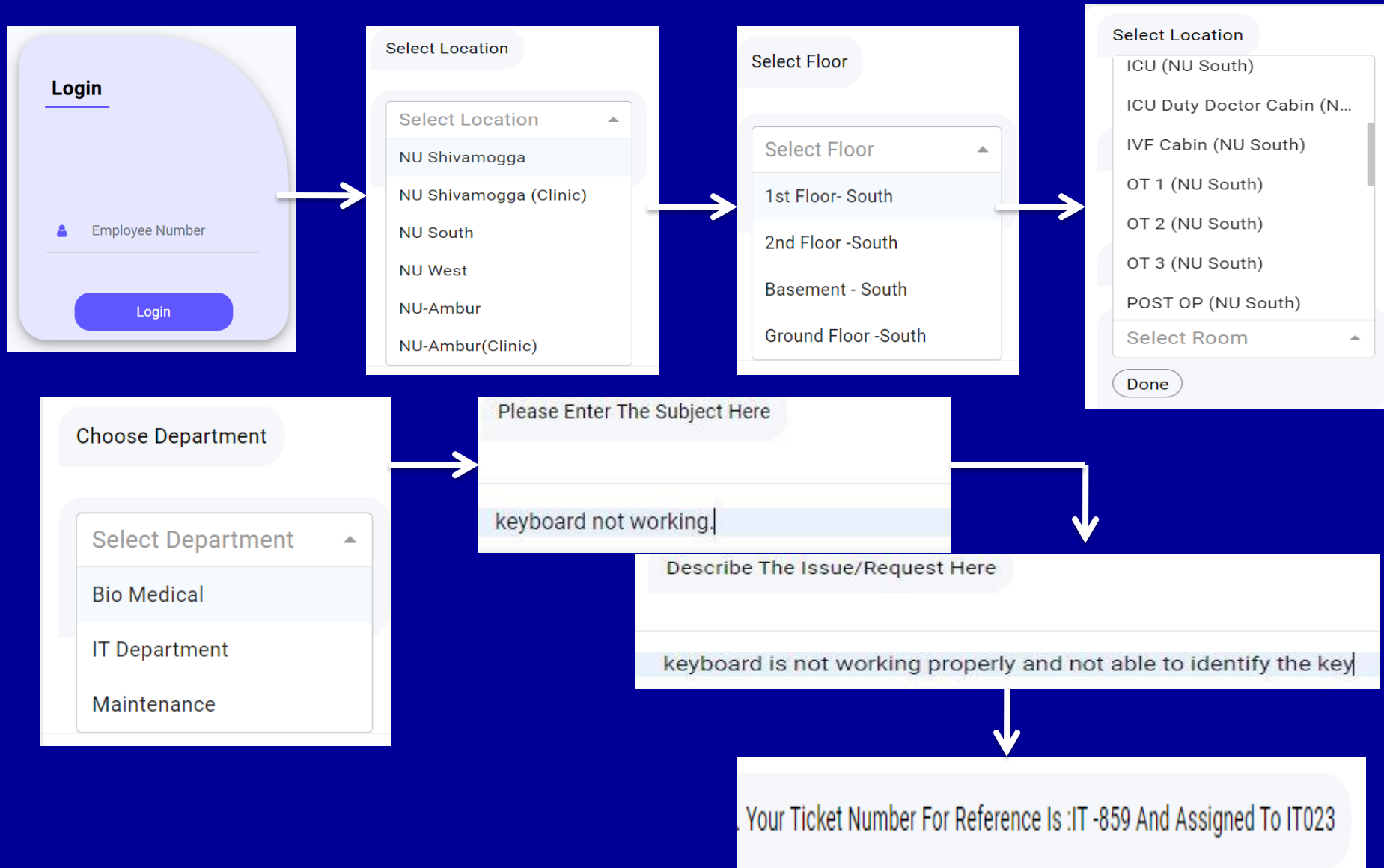
BEFORE IMPLEMENTATION

- Delay in Escalation process due to Incharge busy or absence as it mostly routed through them.
- Delays in addressing the minor issues / breakdowns specially in night time.
- Missing in handover process during shift change.
- Missing information of breakdown calls and status.
- Missed or unresolved requests due to manual errors.
- Increased equipment downtime that impacts the Patient care and safety.

AFTER IMPLEMENTATION

- Best option designed is that any one could report irrespective of Employee, department, time and issues.
- On time reporting can be done by anyone belongs to the department.
- Clear details will be available to stakeholder that includes the location, equipment and the issue.
- Clear tracking of issues and progress.
- Improved accountability and reporting.
- Downtime has been reduced as on time reporting and response upon prompt details about the issues.

SCREENSHOTS OF TICKETING PROCESS



Thank You

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