

From the Office of Clinical Informatics Quick Reference Guide (QRG) Capacity Management – Complete Mobile Services Tasks

February 28, 2022

This Quick Reference Guide (QRG) reviews how to complete Mobile Services Tasks in Capacity Management.

Common Buttons & Icons

Login	Login button
Status	Status button
Cancel	Cancel button
Accept	Accept button
Delay	Delay button
Start	Start button
Complete	Complete button
Logout	Logout button

Log on to Capacity Management

- From the mobile Capacity Management login screen:
- **<u>STEP 1</u>**: Enter your username and password in the appropriate fields.
- **<u>STEP 2</u>**: Tap **Login**.

Update Your Status

- > From the mobile Capacity Management main screen:
- **<u>STEP 1</u>**: Tap Status.
- **<u>STEP 2</u>**: Tap the appropriate status.
- **<u>STEP 3</u>**: Tap an unavailable reason, if needed.
- **<u>NOTE</u>**: To cancel any documentation and return to the main screen, tap the blue Cancel button.

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Complete Mobile Service Tasks

Accept a Job

- > From the mobile Capacity Management main screen:
- **<u>STEP 1</u>**: Tap the job.
- **<u>STEP 2</u>**: Tap the green **Accept** button.

Start a Job

- From the mobile Capacity Management main screen:
- **<u>STEP 1</u>**: Tap the job.
- NOTES: If you cannot start a job right away, tap the yellow Delay button. Then, tap a delay reason and a delay duration.
- If you need to request additional transporters, tap the blue Request Help button.
- **<u>STEP 2</u>**: Tap the green **Start** button.

Complete a Job

- > From the mobile Capacity Management main screen:
- **<u>STEP 1</u>**: Tap the job.
- <u>NOTE</u>: If you need to delay a job after you already started it, tap the yellow Delay button. Then, tap a delay reason and a delay duration.
- **<u>STEP 1</u>**: Tap the green **Complete** button.

Log off Capacity Management

- From the mobile Capacity Management main screen:
- **<u>STEP 1</u>**: Tap **Logout**.

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.