

# iREQUESTMANAGER FOR MEDIMIZER CHILDRENS HOSPITAL CENTRAL CA

MADERA, CALIFORNIA

## QUOTE:

*"iRequestManager for MEDIMIZER streamlines the work order process, saving us hours every week. The system prevents the duplicating of work orders, and allows the whole staff to produce computer-generated work requests."*

- **Stan Stumpf**, Manager of  
Biomedical Services

VALLEY CHILDREN'S HOSPITAL USES  
iREQUESTMANAGER FOR MEDIMIZER TO EFFECTIVELY  
TRACK 6,300 PIECES OF BIOMEDICAL EQUIPMENT.  
iREQUESTMANAGER ALLOWS CALL CENTER OPERATORS  
TO CREATE COMPUTER-GENERATED WORK REQUESTS,  
MAXIMIZING PRODUCTIVITY.

## PROFILE:

- ▶ 3 buildings, 9 off-site services
- ▶ 600,000 square feet
- ▶ 96 ICU Beds
- ▶ 8 Biomedical Technicians & Staff
- ▶ 2,300 Total Hospital Staff
- ▶ 6,300 Pieces of Biomedical Equipment
- ▶ MEDIMIZER customer since 1988

## PRODUCT BENEFITS:

- ▶ Technicians at Valley Children's Hospital use iRequestManager for MEDIMIZER to track, inspect, and create work orders for more than 6,300 pieces of biomedical equipment. TISCOR'S innovative software allows staff to accurately document maintenance activities in several different areas, and create computer-generated work requests when required. Upon approval, requests are automatically converted to work orders, without additional data entry. According to Mr. Stumpf, it saves technicians hours every week--they just read the work order and accept or deny it.

- ▶ iRequestManager helps the facility maintain productivity and accuracy at their "one-stop-shop." At Valley Children's Hospital, staff members call one number to acquire services from engineers, security, housekeeping, and biomedical technicians. In the past, the one-stop-shop operator created work order in the facility software, a technician had to close it, then reopen it in MEDIMIZER. Now, work orders are emailed from hospital software, and automatically picked up by MEDIMIZER.

- ▶ The system is a powerful tool for proving JCAHO compliance. According to Mr. Stumpf, MEDIMIZER "absolutely" helps them meet JCAHO requirements. He says they've used it to prove compliance several times since the system was installed in 1988. Mr. Stumpf says one of the best things about MEDIMIZER is that it allows technicians to schedule by risk.

- ▶ MEDIMIZER offers advanced reporting features tailored to individual needs. A variety of standard and custom reports allow biomedical technicians to monitor equipment performance and make cost-saving decisions. Mr. Stumpf says MEDIMIZER provides maximum flexibility through custom reporting.

- ▶ TISCOR'S technical support team is always available to answer questions and address problems. Mr. Stumpf says he is very impressed with the technical support he receives, and they always provide help in a timely manner.

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