



# Community General Hospital

## Daily ASMM & ONCC report

### 4/11/2014 - 4/12/2014 (Overnight)

<u>Date</u>	<u>Time</u>	<u>Ticket #</u>	<u>Status</u>	<u>Category</u>	<u>Reported issue</u>	<u>Resolution</u>	<u>Solar Winds tick.#</u>	<u>Misc:</u>
4/12/2014	7:10:00 AM	18765	CLOSED	Phone/Voicemail : Cisco	ONCC - 7:00AM : Dr. Pat Smith needs help with HIS Voice Mail set up She has some notes from Darby; but needs a little more guidance.	Helped Dr. locate help document online and she is fine now.	C86932	No follow up needed
4/11/2014	8:54:00 PM	18762	CLOSED	Meditech : *Locked Jobs	ONCC - 8:50PM: Nurse Jones - E.D. WITH LOCKED JOB - cleared it. LAPTOP	Cleared lock	C86931	No follow up needed
4/11/2014	6:08:00 PM	18760	CLOSED	Hardware : Computers	ONCC - 6:07PM: PC outside of Rm 311 in the ED giving error- USB device Dr.	Switched ports and rebooted - fine now.	C86930	Helpdesk follow up on PPZ1EDT05
4/11/2014	5:41:00 PM	18759	CLOSED	Hardware : Computers	ONCC - 5:35PM: Mandy Schaeef in the ED reported PPZ1EDB08 - doctor's work workstation is not functioning.	MUSE Shortcut not functioning on desktop - replaced it.	C86929	No follow up needed
4/11/2014	5:28:00 PM	18758	CLOSED	Hardware : Computers	ONCC- 5:26PM: Rebecca Sanders in the ED workstation keyboard	Talked her through replacement after reboot didn't fix it	C86928	Old keyboard left at E.D. Nurse station
4/11/2014	5:14:00 PM	18757	CLOSED	User Support	ONCC - 5:12PM: Pam from 2West called to get help with patient's laptop Can't get wifi to work on	Provided link with instructions for patient to follow with Nurse	C86927	No follow up needed
4/11/2014	5:08:00 PM	18756	CLOSED	Meditech : EXT.IS.MIS	ONCC- 5:00PM: Maggie Kiltz - EDNUR.MK did not have access to copays in Iatric VSB.	Updated her profile in VSB access table	C86926	No follow up needed