Effective Communication Tips for Navigating the Transport Request Workflow (HAL)

Overview of Process

Within the Hyperspace Patient Transport form, you can effectively communicate your specific request needs with the patient escorts/technician staff. Follow these tips when requesting personnel from this area.

Here's how

Creating/Editing a New Request:

When entering the **Start/End locations**, use the precise department, floor and/or room details. If the specific details are *not* listed in the menu, use the **Comments** to provide the specific information.

Understanding **Patient Pick-Up Time**. Patient is scheduled 25 minutes from pick-up. Once the patient has been picked-up the technician has 20 minutes to complete the transport. (Time between patient pick up and drop off)

Note: This is the time that is currently reflected at the main building, however we can adjust the patient pick-up time according to the HALs. Due to size of the HAL locations, users can anticipate shorter wait times on average.

Utilize the comments section to add additional details that aren't specified in the selection menus, such as **Start and End location** specifics and/or other critical information that is pertinent to the patient's transport.

An **Immediate** request will dispatch an instant notification to the technician.

A **Pre-scheduled** request will dispatch a transport request at specified selected time.

How Does the Request Look to a Technician?
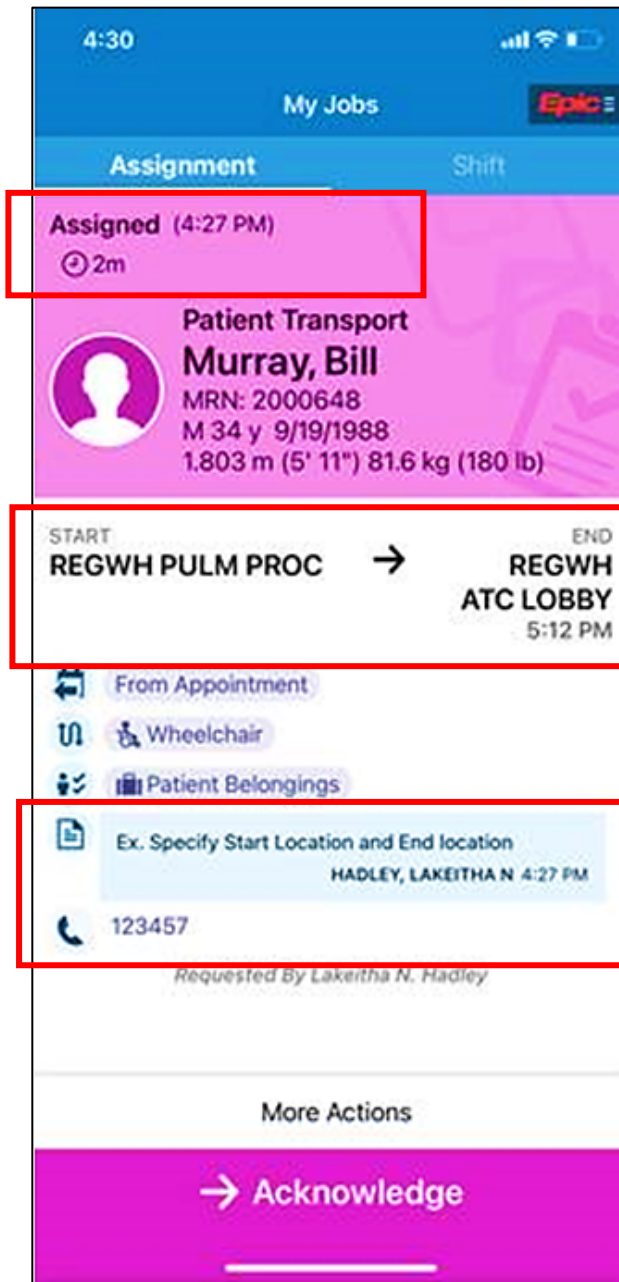
This time indicates the time at which the technician is assigned the request, and the amount of time since the request has been in the queue.

Start/End locations displays details along with anticipated delivery time.

Notes from comment section is directly within the technician's field of view, along with the telephone number input by requestor in the event the technician needs to follow-up on the request.

Rover mobile device view