

Revenue Cycle – Patient Access

# Room and Bed Requests



## Requesting Room and Beds

- **Inactive “existing” Room and Beds** – to request activation of existing rooms and beds a Service Now ticket must be opened:
  - ***What you should do....***
    - Mark ticket high priority;
    - Provide as much information on ticket about the request (i.e.: nurse station, rooms and beds, if area is ready to receive patients, desired activation date, etc.);
    - Once ticket number is provided email the Grand Central team ticket information at GO GRAND CENTRAL TEAM.
  - ***What H2O team will do....***
    - Review request to assure that all necessary build is in place and any downstream system testing has been completed for the requested inactive beds;
    - Review current room and bed structure with requestor;
    - Activate beds for use on desired date.
- **New Room and Bed Request** – to request build of new rooms and beds an Optimization request must be opened in Service Now and will follow the current Optimization request process
  - Please Note: this type of request can take several weeks for completion based on build and downstream testing requirements

