

# 维修单派工指引流程

## 维修单工单流程



# 一、进入工单管理中新增维修单界面。

医疗设备管理平台

医疗机构测试1

消息 张三 系统设置

当前位置 > 工单管理 > 设备维修 > 新增维修单

### 新增维修单

**基础信息**

\* 设备名称  选择 设备唯一码  设备类型

设备所属科室

**设备故障信息**

报修时间  报修人  选择 故障类型  选择

紧急程度  图片信息  附件信息

报修内容

生成维修工单

二、填写需要维修的设备的基础信息、设备故障信息，填写完成后点击下方生成维修工单。

设备维修前情况可以通过图片、视频、文件等方式上传为工单附件。

The screenshot displays the 'Medical Equipment Management Platform' interface. On the left is a dark blue sidebar with navigation options: 首页, 设备档案管理, 工单管理 (highlighted), 设备维修, 新增维修单 (highlighted), 维修单管理, 保养维护, 计量认证, 培训工单, 外借租赁, 维保作业, 预警计划, 证照管理, 备件管理, 委外业务管理, 临聘人员管理, 统计报表, and 不良事件管理. The main content area is titled '医疗机构测试1' and shows the '新增维修单' (New Repair Order) form. The form is divided into two sections: '基本信息' (Basic Information) and '设备故障信息' (Equipment Fault Information). In the '基本信息' section, the '设备名称' (Equipment Name) is '法国赛特力高频电刀' (France Saiteli High-Frequency Electrode), '设备唯一码' (Equipment Unique Code) is '000036', and '设备所属科室' (Equipment Department) is '口腔科' (Stomatology). In the '设备故障信息' section, the '报修时间' (Repair Time) is '2022-01-05 10:22:35', '报修人' (Reporter) is '张三' (Zhang San), and '故障类型' (Fault Type) is '硬件故障' (Hardware Fault). There are also fields for '紧急程度' (Urgency Level) set to '紧急' (Urgent), and '报修内容' (Repair Content) with the text '紧急的高频电刀硬件故障' (Urgent high-frequency electrode hardware fault). Below the form, a red circle with the number '4' and a red arrow points to a blue button labeled '生成维修工单' (Generate Repair Order). The top right of the page includes '消息' (Messages), '张三' (Zhang San), and '系统设置' (System Settings).

### 三、自动跳转至维修单管理页面，点击派工键。

The screenshot displays the 'Medical Equipment Management Platform' interface. The left sidebar contains a navigation menu with 'Repair Order Management' (维修单管理) selected. The main content area shows the 'Repair Order Management' (维修单管理) page. At the top, there is a 'Pending Dispatch' (待派工) button with a notification icon. Below it are tabs for 'Outsourced Repair' (委外维修), 'Internal Repair' (内部维修), 'Historical Repair Orders' (历史工单), and 'Refresh' (刷新). A search bar with 'Please enter keywords' (请输入关键词) and a 'Search' (查询) button is present. The main table lists repair orders with columns for 'Serial Number' (序号), 'Operation' (操作), 'Work Order Number' (工单号), 'Reporting Time' (报修时间), 'Equipment Name' (设备名称), 'Equipment Type' (设备类型), 'Fault Type' (故障类型), and 'Urgency Level' (紧急程度). The first row shows a repair order with ID 'WX20220105102341938' and a 'Dispatch' (派工) button highlighted in a red box. A red arrow labeled '5' points to this button. The bottom right of the table has pagination controls: 'Previous Page' (上一页), '1', 'Next Page' (下一页), and '10 items/page' (10条/页).

序号	操作	工单号	报修时间	设备名称	设备类型	故障类型	紧急程度
1	派工	WX20220105102341938	2022/01/05 10:23:41	法国赛特力高频电刀		硬件故障	紧急

## 四、选择派工方式（合约委外、临时委外、内部维修、临聘维修）。

1. **合约委外**：派工给与该设备委外关联的相应服务商。
2. **临时委外**：派工给已邀约授权、但未与本台设备关联的服务商。
3. **内部维修**：派工给医疗机构管理员、内部工程师、或其他有设备维修权限的员工。
4. **临聘维修**：派工给已有合约的临聘人员。

The screenshot shows a mobile application interface for managing repair orders. On the left is a dark blue sidebar menu with various management options. The main content area displays a repair order with the following details:

- 报修内容: 紧急的高频电刀硬件故障
- 派工方式: A selection box containing four options: 合约委外 (selected), 临时委外, 内部维修, and 临聘维修.
- 服务商资料:
  - 服务商名称: 服务商测试1
  - 详细地址: 广州市天河区兴民路
  - 联系人:
  - 联系电话:
  - 所在区域: 广东省广州市天河区
- Bottom right: 确认派工 button and a back arrow icon.

# 1) 选择合约委外时，将自动填写关联服务商的相关信息。

The screenshot displays a web-based interface for medical equipment management. On the left is a dark blue sidebar with a navigation menu. The main content area is titled '医疗机构测试1' and shows a repair order form. The form includes fields for repair order number, equipment name, unique code, and department. Below this, there is a section for '设备故障信息' (Equipment Fault Information) with fields for report time, emergency level, reporter, image, fault type, and attachment. A '报修内容' (Repair Content) field is also present. The '派工方式' (Dispatch Method) section has four buttons: '合约委外' (Contract Outsourcing), '临时委外' (Temporary Outsourcing), '内部维修' (Internal Repair), and '临聘维修' (Temporary Hire Repair). The '服务商资料' (Service Provider Information) section is pre-filled with details for '服务商测试1' (Service Provider Test 1), including contact person, address, and region. A '确认派工' (Confirm Dispatch) button is at the bottom right.

**医疗设备管理平台**

首页  
设备档案管理  
工单管理  
设备维修  
新增维修单  
维修单管理  
保养维护  
计量认证  
培训工单  
外借租赁  
维保作业  
预警计划  
证照管理  
备件管理  
委外业务管理  
临聘人员管理  
统计报表  
不良事件管理

医疗机构测试1

消息 张三 系统设置

当前位置 > 工单管理 > 设备维修 > 维修单流程

维修单号: WX20220105102341938 设备名称: 法国赛特力高频电刀 唯一码: 000036 权属: 口腔科

**设备故障信息**

报修时间: 2022/01/05 10:23:41 报修人: 张三 故障类型: 硬件故障  
紧急程度: 紧急 图片信息:  附件信息:   
报修内容: 紧急的高频电刀硬件故障

**派工方式**

合约委外 临时委外 内部维修 临聘维修

**服务商资料**

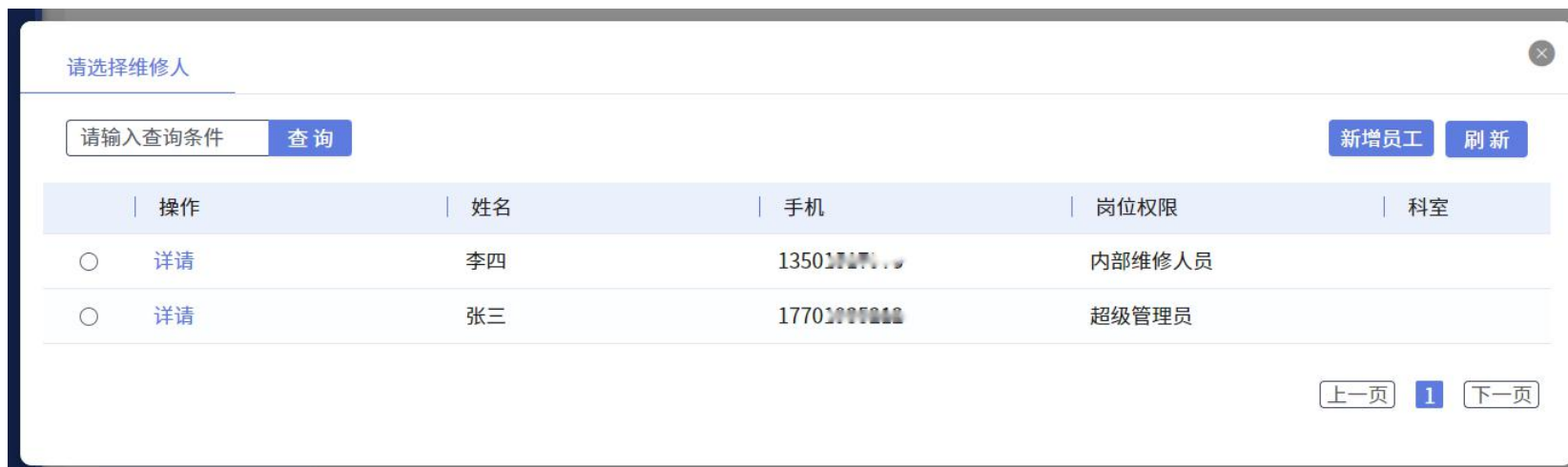
服务商名称: 服务商测试1 联系人: 所在区域: 广东省广州市天河区  
详细地址: 广州市天河区兴民路 联系电话:

确认派工

2) 若临时委外，将从所有已邀约授权服务商中选择。



3) 若选择内部维修，则从院内有相应权限的账号中选择维修人员。



4) 若**临聘维修**，则选择相应临聘人员。

需要新增临聘人员时，点击新增人员，填写人员信息后，点击保存，此时系统将分配账号给该名临聘人员，并通过手机短信提醒。



请选择临聘人

请输入查询条件  查询

序号	姓名	手机	合同开始时间	合同结束时间
暂无数据				



当前位置 > 临聘人员管理 > 临聘人员 > 新增临聘人员

新增临聘人员

\*姓名  \*手机  合约开始时间

合约结束时间



## 五、点击**确认派工**按键，工单将自动推送给相应人员进行维修操作。

The screenshot displays the 'Medical Equipment Management Platform' interface. The left sidebar contains navigation options such as 'Home', 'Equipment Archive Management', 'Work Order Management', 'Equipment Repair', 'Maintenance', 'Calibration', 'Training Work Order', 'External Rental', 'Maintenance Work', 'Pre-alert Plan', 'License Management', 'Parts Management', 'Out-of-office Business Management', 'Temporary Staff Management', 'Statistics', and 'Incident Management'. The main content area is titled 'Medical Institution Test 1' and shows a repair order for a 'France Fidelity High-Frequency Scalpel'. The order details include the repair number (WX20220105102341938), device name, unique code (000036), and department (Oral Surgery). The repair information section shows the report time (2022/01/05 10:23:41), reporter (Zhang San), emergency level (Urgent), and fault type (Hardware Fault). The repair content is 'Urgent high-frequency scalpel hardware fault'. The dispatch method is set to 'Contract Outsourcing'. The service provider information includes the name (Service Provider Test 1), contact person, address (Guangzhou Tianhe District Xingmin Road), and region (Guangdong Province, Guangzhou City, Tianhe District). A red circle with the number '6' and an arrow points to the 'Confirm Dispatch' button at the bottom of the page.

医疗设备管理平台

医疗机构测试1

消息 张三 系统设置

当前位置 > 工单管理 > 设备维修 > 维修单流程

维修单号: WX20220105102341938 设备名称: 法国赛特力高频电刀 唯一码: 000036 权属: 口腔科

设备故障信息

报修时间: 2022/01/05 10:23:41 报修人: 张三 故障类型: 硬件故障

紧急程度: 紧急 图片信息:  附件信息: 

报修内容: 紧急的高频电刀硬件故障

派工方式

合约委外 临时委外 内部维修 临聘维修

服务商资料

服务商名称: 服务商测试1 联系人: 所在区域: 广东省广州市天河区

详细地址: 广州市天河区兴民路 联系电话:

6

确认派工

六、工单完成后将有手机短信提醒，此时可进入维修单管理界面进行评价。

The screenshot displays the 'Medical Equipment Management Platform' interface. The left sidebar contains navigation options such as 'Home', 'Equipment Archive Management', 'Work Order Management', 'Equipment Maintenance', 'Maintenance', 'Measurement Certification', 'Training Work Order', 'External Rental', 'Maintenance Work', 'Warning Plan', 'License Management', 'Spare Parts Management', 'Outsourcing Business Management', 'Temporary Staff Management', 'Statistical Reports', and 'Incident Management'. The main content area is titled 'Medical Institution Test 1' and shows the 'Repair Order Management' section. It includes a breadcrumb trail: 'Current Location > Work Order Management > Equipment Maintenance > Repair Order Management'. There are tabs for 'Outsourcing Repair', 'Internal Repair', 'Historical Work Order', and 'Refresh'. Below these are filters for 'Waiting for Order', 'Waiting for Appointment', 'Waiting for Sign-in', 'Waiting for Completion', 'Waiting for Evaluation', and 'Completed Archiving'. A search bar with 'Please enter keywords' and a 'Search' button is present. A table lists repair orders with columns for 'Serial Number', 'Operation', 'Service Provider Name', 'Work Order Number', 'Report Time', 'Equipment Name', 'Equipment Type', 'Work Order Status', and 'Source'. The first row shows a repair order with ID 'PT20220105104530907' and status 'Waiting for Evaluation'. The 'Evaluate' button in the 'Operation' column is highlighted with a red box and an arrow labeled '7'. Pagination controls at the bottom right show 'Previous Page', '1', 'Next Page', and '10 items/page'.

序号	操作	服务商名称	工单号	报单时间	设备名称	设备类型	工单状态	来源
1	评价	服务商测试1	PT20220105104530907	2022/01/05 10:45:30	法国赛特力高频电刀		待评价	医疗机构

## 七、评价后点击提交，此时工单完成，并自动跳转至维修单进度界面。

The screenshot displays the 'Medical Equipment Management Platform' interface. The left sidebar contains navigation options such as 'Home', 'Equipment Archive Management', 'Work Order Management', 'Equipment Maintenance', 'New Repair Order', 'Repair Order Management', 'Maintenance and Maintenance', 'Measurement Certification', 'Training Work Order', 'External Rental', 'Maintenance Work', 'Warning Plan', 'License Management', 'Spare Parts Management', 'Out-of-house Business Management', 'Temporary Staff Management', 'Statistical Reports', and 'Incident Management'. The main content area is titled 'Medical Institution Test 1' and shows the '委外维修单流程' (Outsourcing Repair Order Process). Key information includes: '维修单号: PT20220105104530907', '设备名称: 法国赛特力高频电刀', '唯一码: 000036', and '权属: 口腔科'. The '完工情况信息' (Completion Status Information) section shows '实际完工时间: 2022/01/05 10:51:27', '完成工时 (小时): 0.01', and '完工图片' (Completion Image) with a '下载' (Download) button. The '评价情况' (Evaluation Status) section shows '\* 评价等级' (Evaluation Grade) set to '满意' (Satisfied) and '\* 评价内容' (Evaluation Content) set to '非常好' (Very Good). A red circle with the number '8' and a red arrow points to the '提交' (Submit) button at the bottom of the form.



- 首页
- 设备档案管理
- 工单管理
- 设备维修
  - 新增维修单
  - 维修单管理
- 保养维护
- 计量认证
- 培训工单
- 外借租赁
- 维保作业
- 预警计划
- 证照管理
- 备件管理
- 委外业务管理
- 临聘人员管理
- 统计报表
- 不良事件管理

当前位置 > 工单管理 > 设备维修 > 委外维修单详情

维修单进度 维修单详情

工单进度条

