



REPAIR LOG | RiskClear & RiskClear Direct | User Guide

2026

Written by Giselle Latta (RN)

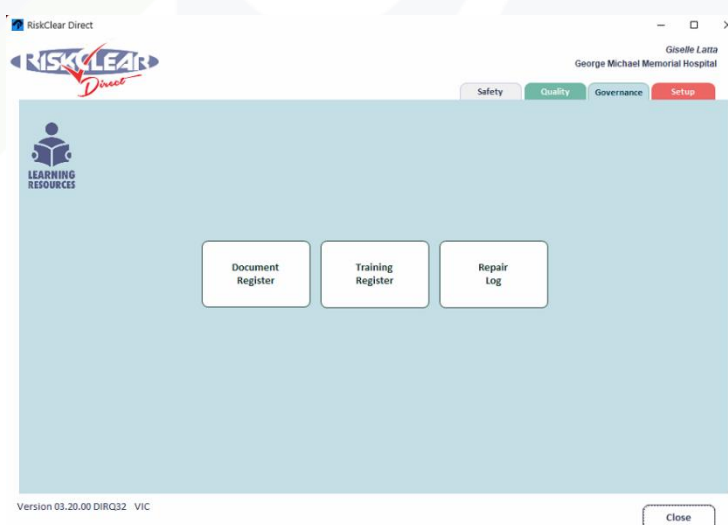


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INTRODUCTION

The Repair Log can be found on the **Governance Tab** in RiskClear and RiskClear Direct.



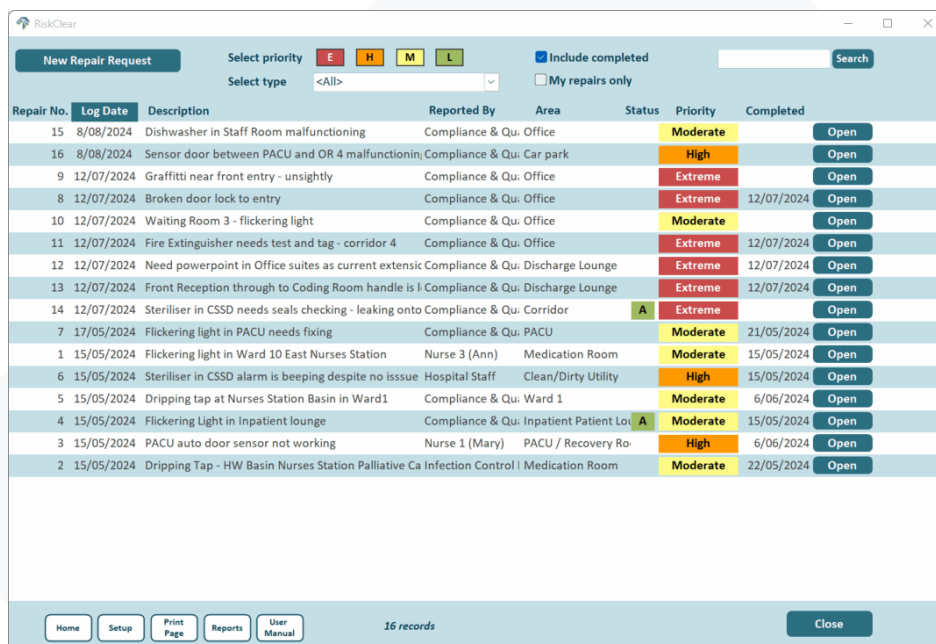
The functionality of the Repair Log is the same in both RiskClear and RiskClear Direct which enables any staff member or user of RiskClear or RiskClear Direct able to log a repair job. Any repair log entry made in RiskClear Direct will automatically notify (when set up) the supervisor of the staff member and be visible in RiskClear also.

Because the functionality of the Repair Log is the same in both RiskClear and RiskClear Direct this Guide is designed for use by either RiskClear or RiskClear Direct users. There are setup and some other functions that can only be completed by RiskClear users, in those instances the User Guide will differentiate when this occurs.

REPAIR LOG

Click **Repair Log** and this screen will appear (below)

This is a list of Repair Requests both completed and not yet completed.

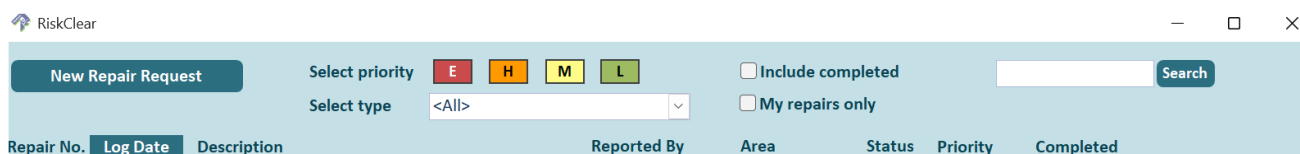


Repair No.	Log Date	Description	Reported By	Area	Status	Priority	Completed
15	8/08/2024	Dishwasher in Staff Room malfunctioning	Compliance & Qu: Office			Moderate	Open
16	8/08/2024	Sensor door between PACU and OR 4 malfunctioning	Compliance & Qu: Car park			High	Open
9	12/07/2024	Graffiti near front entry - unsightly	Compliance & Qu: Office			Extreme	Open
8	12/07/2024	Broken door lock to entry	Compliance & Qu: Office			Extreme	Open
10	12/07/2024	Waiting Room 3 - flickering light	Compliance & Qu: Office			Moderate	Open
11	12/07/2024	Fire Extinguisher needs test and tag - corridor 4	Compliance & Qu: Office			Extreme	Open
12	12/07/2024	Need powerpoint in Office suites as current extensic	Compliance & Qu: Discharge Lounge			Extreme	Open
13	12/07/2024	Front Reception through to Coding Room handle is l	Compliance & Qu: Discharge Lounge			Extreme	Open
14	12/07/2024	Steriliser in CSSD needs seals checking - leaking onto	Compliance & Qu: Corridor			Extreme	Open
7	17/05/2024	Flickering light in PACU needs fixing	Compliance & Qu: PACU			Moderate	Open
1	15/05/2024	Flickering light in Ward 10 East Nurses Station	Nurse 3 (Ann)	Medication Room		Moderate	Open
6	15/05/2024	Steriliser in CSSD alarm is beeping despite no issue	Hospital Staff	Clean/Dirty Utility		High	Open
5	15/05/2024	Dripping tap at Nurses Station Basin in Ward1	Compliance & Qu: Ward 1			Moderate	Open
4	15/05/2024	Flickering Light in Inpatient lounge	Compliance & Qu: Inpatient Patient Lo			Moderate	Open
3	15/05/2024	PACU auto door sensor not working	Nurse 1 (Mary)	PACU / Recovery Ro		High	Open
2	15/05/2024	Dripping Tap - HW Basin Nurses Station Palliative Ca	Infection Control	Medication Room		Moderate	Open

REPAIR LOG SCREEN FUNCTIONS

You can **Search** for a particular repair request using keyword search. You can filter the list/log in the following ways:

- **Select Priority** (E, H, M, L)
- **Select Type** (All or....)
- **Include Completed** and **My Repairs** only
- Clicking on the **Headers** to alpha/numerical sort the columns > Repair No. Log Date, Description, Reported by, Area, Status Priority and Completed.



Repair No.	Log Date	Description	Reported By	Area	Status	Priority	Completed
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Along the Footer of the screen, you can do the following:

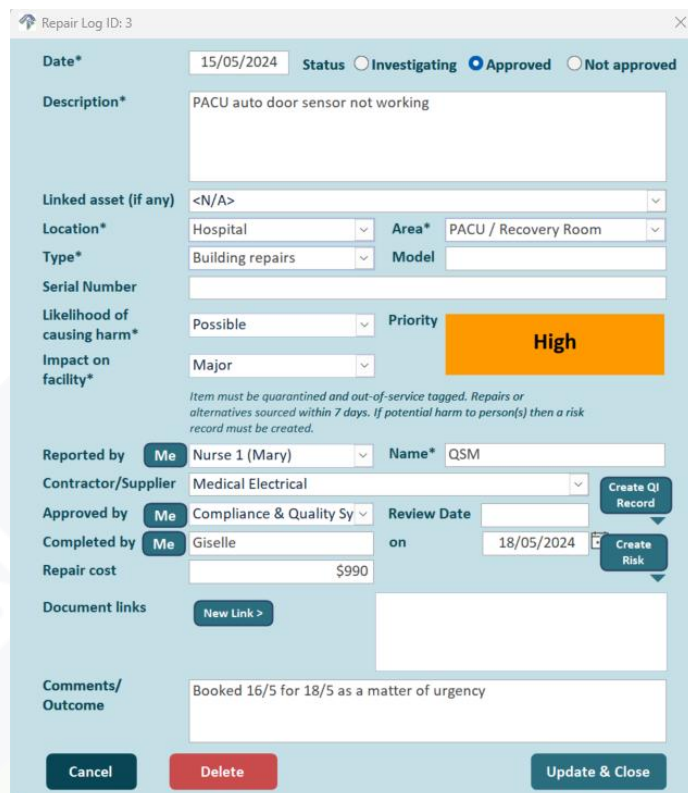
- Click **Home** to return to the Governance Tab in RiskClear or the Quality Tab in RiskClear Direct
- If you have access, clicking the **Setup** button will display an option to add/update or remove locations, areas, and repair types.
- Click **Print Page** to print the Repair Log screen
- Click **Reports** to go to the Reports Suite
- Go to the **User Manual**.
- Clicking **Close** will close the Repair Log



- **Creating a Repair Request** is shown on pages 4&5
- **Updating, changing, and/or closing a repair request** is covered on pages 5&6
- **Repair Log interaction between RiskClear and RiskClear Direct** is covered on page 7
- **Setting up Notifications** is covered on page 8
- **Reports** are covered on page 9

CREATING A NEW REPAIR REQUEST

To create a new repair request, click the **New Repair Request** button. A completed repair request (RiskClear) example is shown below.



Repair Log ID: 3

Date* 15/05/2024 Status ☐ Investigating ☒ Approved ☐ Not approved

Description* PACU auto door sensor not working

Linked asset (if any) <N/A>

Location* Hospital Area* PACU / Recovery Room

Type* Building repairs Model

Serial Number

Likelihood of causing harm* Possible Priority **High**

Impact on facility* Major

Item must be quarantined and out-of-service tagged. Repairs or alternatives sourced within 7 days. If potential harm to person(s) then a risk record must be created.

Reported by Me Nurse 1 (Mary) Name* QSM

Contractor/Supplier Medical Electrical

Approved by Me Compliance & Quality Sy Review Date

Completed by Me Giselle on 18/05/2024

Repair cost \$990

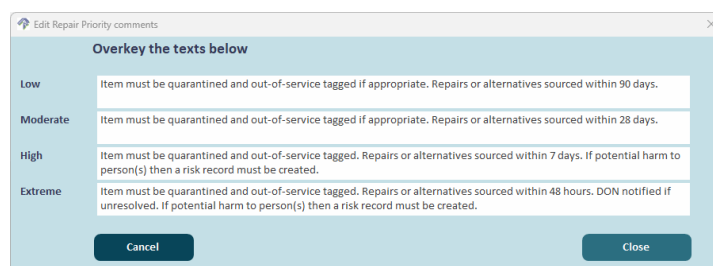
Document links New Link >

Comments/Outcome Booked 16/5 for 18/5 as a matter of urgency

Cancel Delete Update & Close

Enter the **Date** and a **Description** of the repair, then select the **Location, Area & Model** from the dropdowns. Select the **Type of Repair**. Next select the **Likelihood of causing harm** and the **Impact on facility** and a **Priority** rating will be calculated. The priority is calculated based on a standard risk matrix. Select the "Likelihood of causing harm" and the "Impact on the facility" and the priority will be calculated for you. It will also display a description of the requirements once selected.

As requirements can be specific to each facility, you can change these requirements by going to **Setup > Priority Comments** from the Repair Log main list and over-keying them directly on this screen (RiskClear Users only).



Edit Repair Priority comments

Overkey the texts below

Low Item must be quarantined and out-of-service tagged if appropriate. Repairs or alternatives sourced within 90 days.

Moderate Item must be quarantined and out-of-service tagged if appropriate. Repairs or alternatives sourced within 28 days.

High Item must be quarantined and out-of-service tagged. Repairs or alternatives sourced within 7 days. If potential harm to person(s) then a risk record must be created.

Extreme Item must be quarantined and out-of-service tagged. Repairs or alternatives sourced within 48 hours. DON notified if unresolved. If potential harm to person(s) then a risk record must be created.

Cancel Close

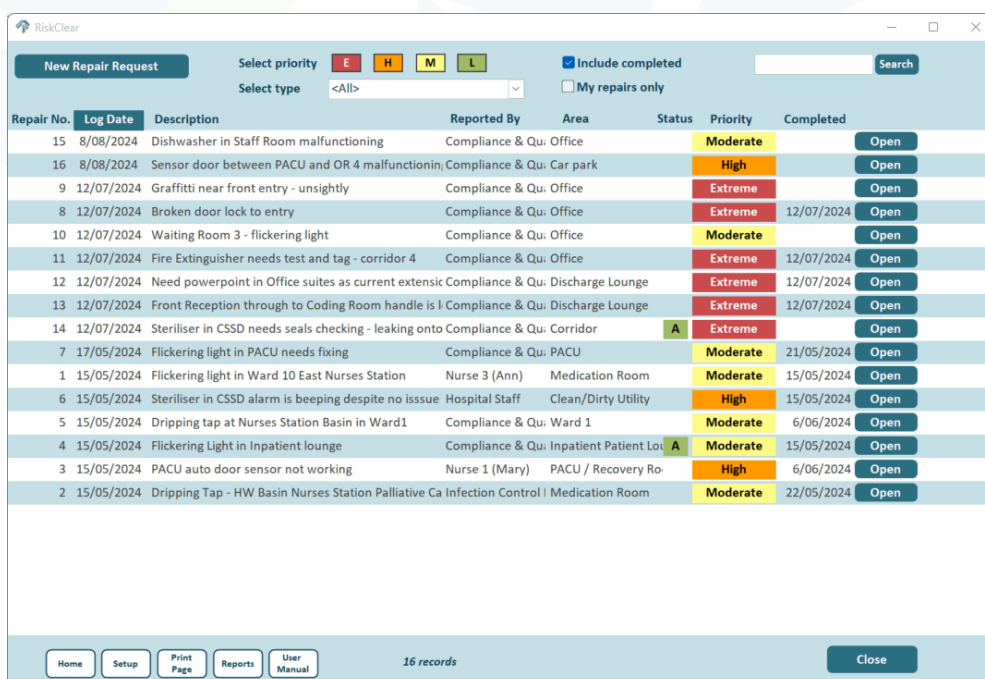
If necessary, the repair can be linked to a risk record and/or a quality improvement record (not available in RiskClear Direct).

The review date can be used in cases where you'd like to be reminded if the repair hasn't been done by a particular date. In this case an email notification will be sent to the people in the "Reported by" and "Approved by" fields if present. The Linked asset field if selected will auto fill the Location, Area, Model, Serial no and Contractor/Supplier details if present in the asset record.

Complete the **Reported by** and **Contractor/Supplier** fields.

Once the repair has been completed enter the date it was **Completed on** and by whom it was completed.

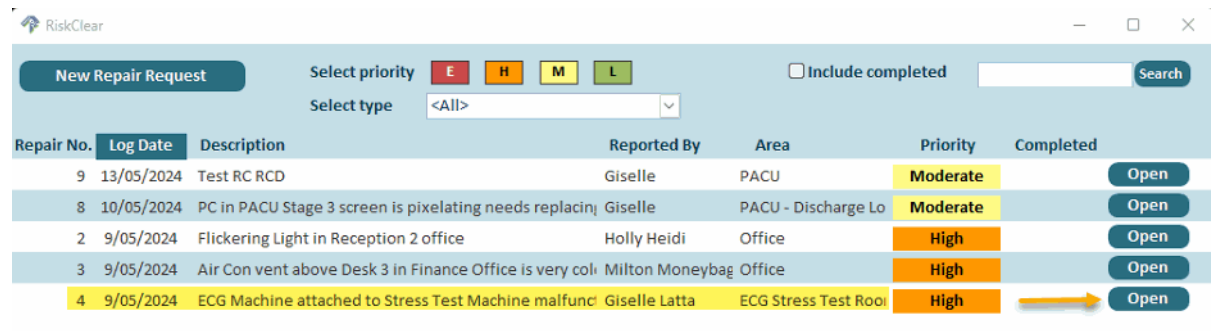
Press **Update & Close** and you will be taken back to the Repair Log where you will see your new Repair Request logged.



Repair No.	Log Date	Description	Reported By	Area	Status	Priority	Completed	
15	8/08/2024	Dishwasher in Staff Room malfunctioning	Compliance & Qu: Office			Moderate		Open
16	8/08/2024	Sensor door between PACU and OR 4 malfunctioning	Compliance & Qu: Car park			High		Open
9	12/07/2024	Graffiti near front entry - unsightly	Compliance & Qu: Office			Extreme		Open
8	12/07/2024	Broken door lock to entry	Compliance & Qu: Office			Extreme	12/07/2024	Open
10	12/07/2024	Waiting Room 3 - flickering light	Compliance & Qu: Office			Moderate		Open
11	12/07/2024	Fire Extinguisher needs test and tag - corridor 4	Compliance & Qu: Office			Extreme	12/07/2024	Open
12	12/07/2024	Need powerpoint in Office suites as current extensic	Compliance & Qu: Discharge Lounge			Extreme	12/07/2024	Open
13	12/07/2024	Front Reception through to Coding Room handle is l	Compliance & Qu: Discharge Lounge			Extreme	12/07/2024	Open
14	12/07/2024	Steriliser in CSSD needs seals checking - leaking onto	Compliance & Qu: Corridor		A	Extreme		Open
7	17/05/2024	Flickering light in PACU needs fixing	Compliance & Qu: PACU			Moderate	21/05/2024	Open
1	15/05/2024	Flickering light in Ward 10 East Nurses Station	Nurse 3 (Ann)	Medication Room		Moderate	15/05/2024	Open
6	15/05/2024	Steriliser in CSSD alarm is beeping despite no issue	Hospital Staff	Clean/Dirty Utility		High	15/05/2024	Open
5	15/05/2024	Dripping tap at Nurses Station Basin in Ward1	Compliance & Qu: Ward 1			Moderate	6/06/2024	Open
4	15/05/2024	Flickering Light in Inpatient lounge	Compliance & Qu: Inpatient Patient Lou		A	Moderate	15/05/2024	Open
3	15/05/2024	PACU auto door sensor not working	Nurse 1 (Mary)	PACU / Recovery Ro		High	6/06/2024	Open
2	15/05/2024	Dripping Tap - HW Basin Nurses Station Palliative Ca	Infection Control	Medication Room		Moderate	22/05/2024	Open

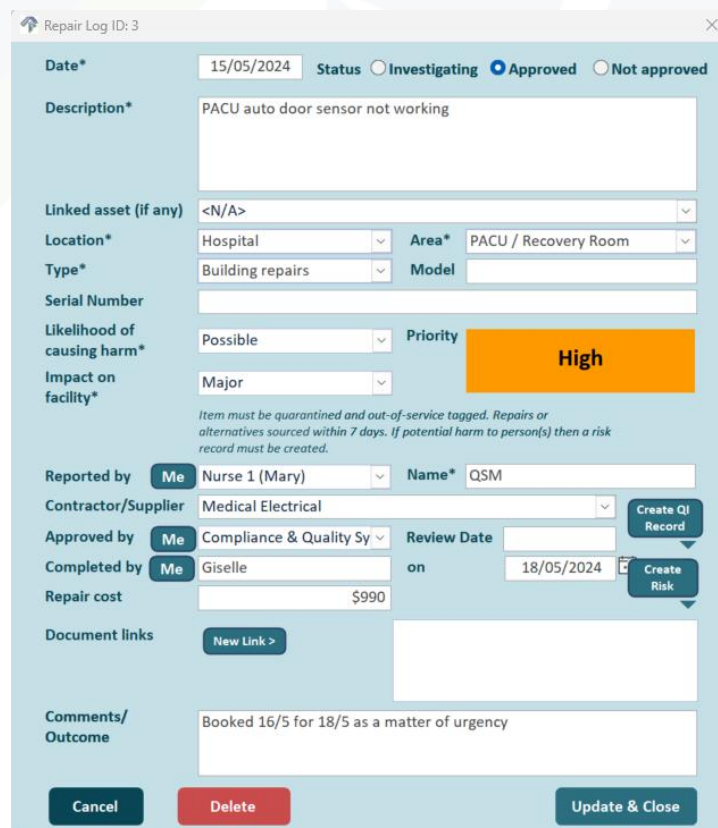
UPDATING OR CLOSING A REPAIR REQUEST

To update, change or close the request after it has been created, click the **Open** button near the repair request name.



Repair No.	Log Date	Description	Reported By	Area	Priority	Completed
9	13/05/2024	Test RC RCD	Giselle	PACU	Moderate	<button>Open</button>
8	10/05/2024	PC in PACU Stage 3 screen is pixelating needs replacing	Giselle	PACU - Discharge Lo	Moderate	<button>Open</button>
2	9/05/2024	Flickering Light in Reception 2 office	Holly Heidi	Office	High	<button>Open</button>
3	9/05/2024	Air Con vent above Desk 3 in Finance Office is very cold	Milton Moneybag	Office	High	<button>Open</button>
4	9/05/2024	ECG Machine attached to Stress Test Machine malfunctioning	Giselle Latta	ECG Stress Test Room	High	<button>Open</button>

The panel below will be displayed again for you to complete and/or make any other changes to the record.



Repair Log ID: 3

Date* 15/05/2024 Status ☐ Investigating ☒ Approved ☐ Not approved

Description* PACU auto door sensor not working

Linked asset (if any) <N/A>

Location* Hospital Area* PACU / Recovery Room

Type* Building repairs Model

Serial Number

Likelihood of causing harm* Possible Priority **High**

Impact on facility* Major

Item must be quarantined and out-of-service tagged. Repairs or alternatives sourced within 7 days. If potential harm to person(s) then a risk record must be created.

Reported by Me Nurse 1 (Mary) Name* QSM

Contractor/Supplier Medical Electrical Create QI Record

Approved by Me Compliance & Quality Sy Review Date

Completed by Me Giselle on 18/05/2024 Create Risk

Repair cost \$990

Document links New Link >

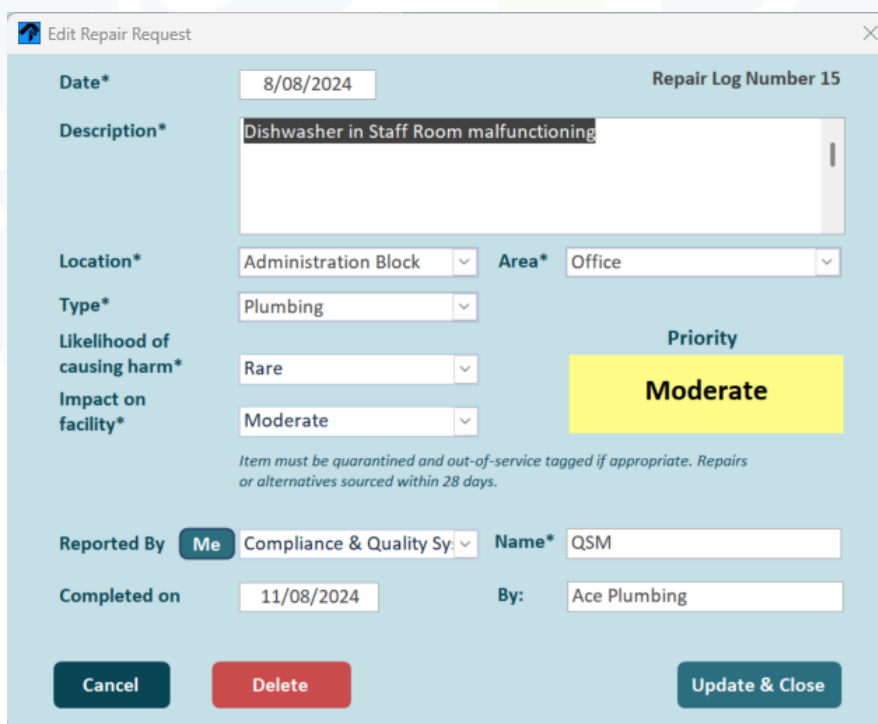
Comments/Outcome Booked 16/5 for 18/5 as a matter of urgency

Cancel Delete Update & Close

INTERACTION OF REPAIR LOG BETWEEN RISKCLEAR DIRECT & RISKCLEAR

If a **RiskClear Direct** user (e.g. general nursing/admin staff) raises or enters a **New Repair Request**, the record will also now **appear in the Manager/Supervisors RiskClear Repair Log**. This ensures that there is visibility of the record and transparency as to how it is progressing and managed.

RiskClear Direct Repair Request:



Edit Repair Request

Date* 8/08/2024 Repair Log Number 15

Description* Dishwasher in Staff Room malfunctioning

Location* Administration Block Area* Office

Type* Plumbing

Likelihood of causing harm* Rare

Impact on facility* Moderate

Priority
Moderate

Item must be quarantined and out-of-service tagged if appropriate. Repairs or alternatives sourced within 28 days.

Reported By Me Compliance & Quality Sy Name* QSM

Completed on 11/08/2024 By: Ace Plumbing

Cancel Delete Update & Close

RiskClear Direct

New Repair Request

Type <All>

☐ Include completed

Search

Repair No.	Log Date	Description	Reported By	Area	Priority	Completed
7	13/05/2024	Flickering light in PACU Stage 1. (patients complaining	Florence Nighting	PACU 1	High	Open

RiskClear

New Repair Request

Select priority

E

H

M

L

☒ Include completed

Search

Select type

<All>

Site

Head Office

Repair No.	Log Date	Description	Reported By	Area	Priority	Completed
7	13/05/2024	Flickering light in PACU Stage 1. (patients complaining	Florence Nighting	PACU 1	High	Open
5	10/05/2024	Dripping tap in PACU Sink	Giselle	Other	Low	10/05/2024 Open
6	10/05/2024	Fire Hose tear near nozzle and would leak needs repla	Lissie Bissie	2nd Stage Recovery	High	13/05/2024 Open
4	9/05/2024	Door in Pre_Admission Bay sliding runner dented unat	Giselle L	Admissions	High	9/05/2024 Open
3	7/05/2024	FLICKERING LIGHT IN OR2	JO JOJ	Theatre	High	Open
2	1/05/2024	Flickering light	Giselle L	Admissions	Low	1/05/2024 Open
1	26/04/2024	Flickering light above Bed 4 in PACU	Giselle L	PACU	Moderate	26/04/2024 Open

It is the **Manager/Supervisor** who will complete the repair request including when it was completed/repaired, by whom, any linked asset and the cost of repair in RiskClear

Repair Log ID: 3

Date*

15/05/2024

Status

☐ Investigating
 ☒ Approved
 ☐ Not approved

Description*

PACU auto door sensor not working

Linked asset (if any)

<N/A>

Location*

Hospital

Area*

PACU / Recovery Room

Type*

Building repairs

Model

Serial Number

Likelihood of causing harm*

Possible

Priority

High

Impact on facility*

Major

Item must be quarantined and out-of-service tagged. Repairs or alternatives sourced within 7 days. If potential harm to person(s) then a risk record must be created.

Reported by

Me Nurse 1 (Mary)

Name*

QSM

Contractor/Supplier

Medical Electrical

Create QI Record

Approved by

Me Compliance & Quality Sy

Review Date

Completed by

Me Giselle

on

18/05/2024

Create Risk

Repair cost

\$990

Document links

New Link >

Comments/Outcome

Booked 16/5 for 18/5 as a matter of urgency

Cancel

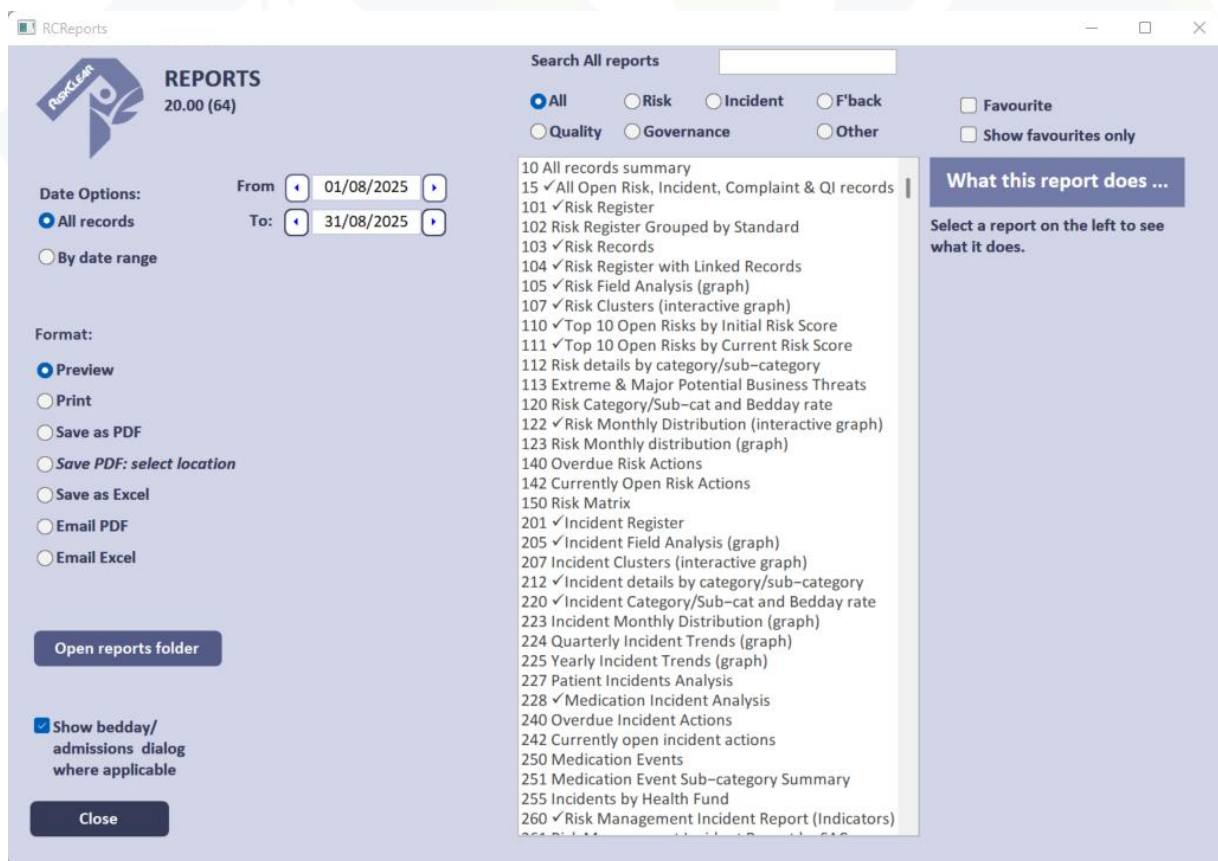
Delete

Update & Close

REPORTS (RISKCLEAR USERS ONLY)

The **Repair Log Report (590)** can be found in the Reports section of RiskClear by clicking on **Governance** or using the **Search All reports** function. You can filter the data to be reported by **Priority levels** and **open, closed** or **all records**. You can **preview, print, save** or **email reports** in **pdf** or **excel format**. You can also mark any frequently used or **favourite** reports by selecting the report you wish to run and ticking the favourite box. You can also **show favourites only**. **What the report does** also explains what the selected report will provide.

- **Report Number 590 Repair Log Reports:** Shows the current Repair Log and can be further filtered by selecting a Priority level and/or open, closed or all records.



The screenshot displays the 'RCReports' window with the 'REPORTS' section. The interface includes a search bar, filters for 'All', 'Risk', 'Incident', 'F'back', 'Quality', 'Governance', and 'Other'. There are also checkboxes for 'Favourite' and 'Show favourites only'. A date range filter is set from '01/08/2025' to '31/08/2025'. The 'Format' section has options for 'Preview', 'Print', 'Save as PDF', 'Save as Excel', 'Email PDF', and 'Email Excel'. A 'Show bedday/admissions dialog where applicable' checkbox is checked. A list of reports is shown, including '10 All records summary', '15 All Open Risk, Incident, Complaint & QI records', '101 Risk Register', '102 Risk Register Grouped by Standard', '103 Risk Records', '104 Risk Register with Linked Records', '105 Risk Field Analysis (graph)', '107 Risk Clusters (interactive graph)', '110 Top 10 Open Risks by Initial Risk Score', '111 Top 10 Open Risks by Current Risk Score', '112 Risk details by category/sub-category', '113 Extreme & Major Potential Business Threats', '120 Risk Category/Sub-cat and Bedday rate', '122 Risk Monthly Distribution (interactive graph)', '123 Risk Monthly distribution (graph)', '140 Overdue Risk Actions', '142 Currently Open Risk Actions', '150 Risk Matrix', '201 Incident Register', '205 Incident Field Analysis (graph)', '207 Incident Clusters (interactive graph)', '212 Incident details by category/sub-category', '220 Incident Category/Sub-cat and Bedday rate', '223 Incident Monthly Distribution (graph)', '224 Quarterly Incident Trends (graph)', '225 Yearly Incident Trends (graph)', '227 Patient Incidents Analysis', '228 Medication Incident Analysis', '240 Overdue Incident Actions', '242 Currently open incident actions', '250 Medication Events', '251 Medication Event Sub-category Summary', '255 Incidents by Health Fund', and '260 Risk Management Incident Report (Indicators)'. A 'What this report does ...' section is also visible on the right.