REPAIR LOG | RiskClear & RiskClear Direct | User Guide

2026

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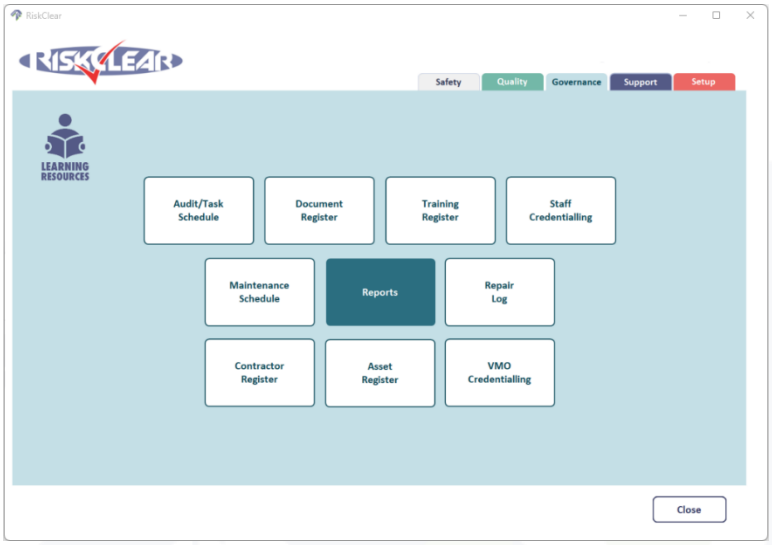
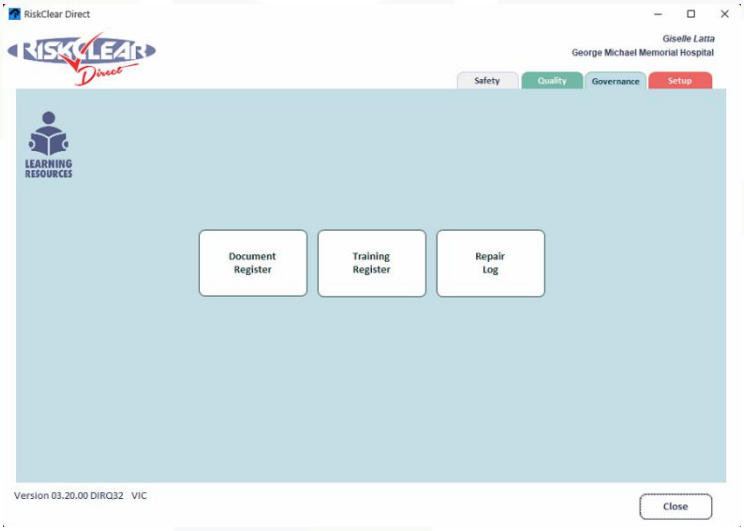
INTRODUCTION

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





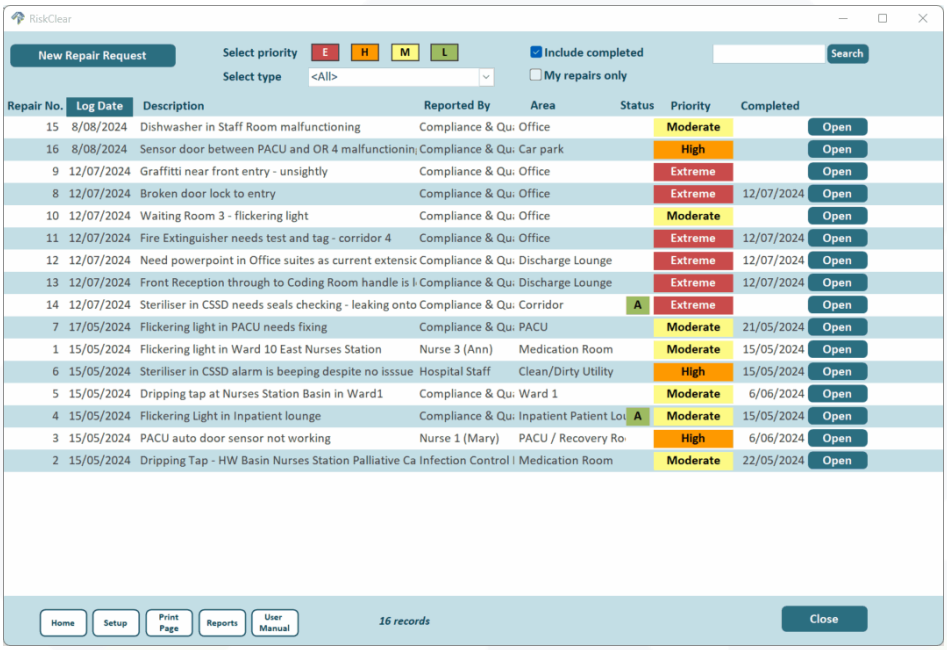
The functionality of the Repair Log is the same in both RiskClear and RiskClear Direct which enables any staff member or user of RiskClear or RiskClear Direct able to log a repair job. Any repair log entry made in RiskClear Direct will automatically notify (when set up) the supervisor of the staff member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

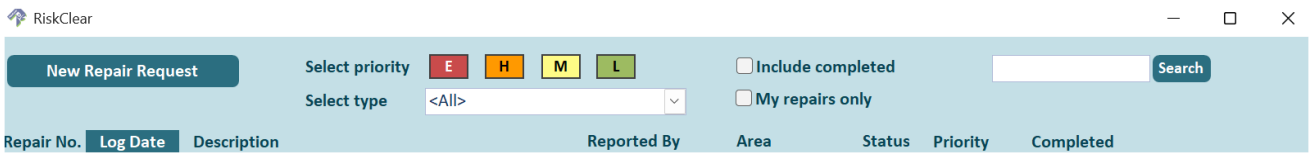
This is a list of Repair Requests both completed and not yet completed.



REPAIR 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.



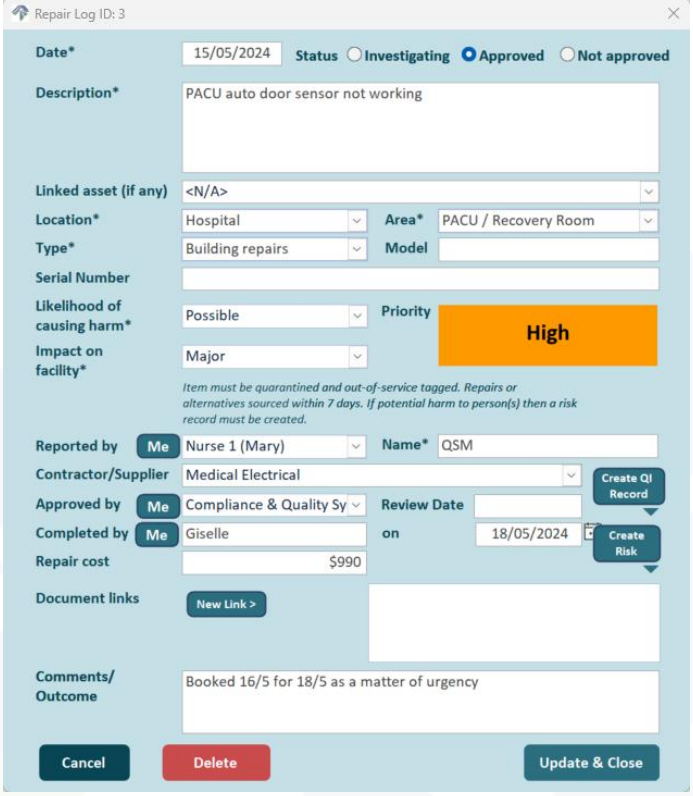
Along the Footer of the screen, you can do the following:

- 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

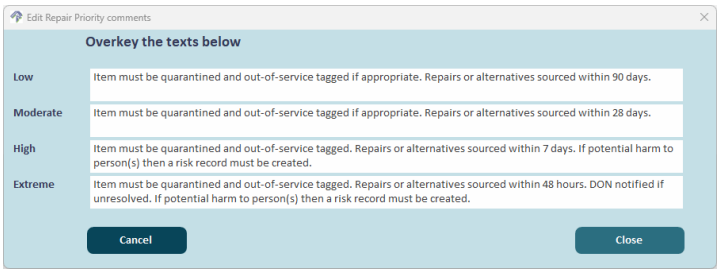
CREATING A NEW REPAIR REQUEST

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



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).



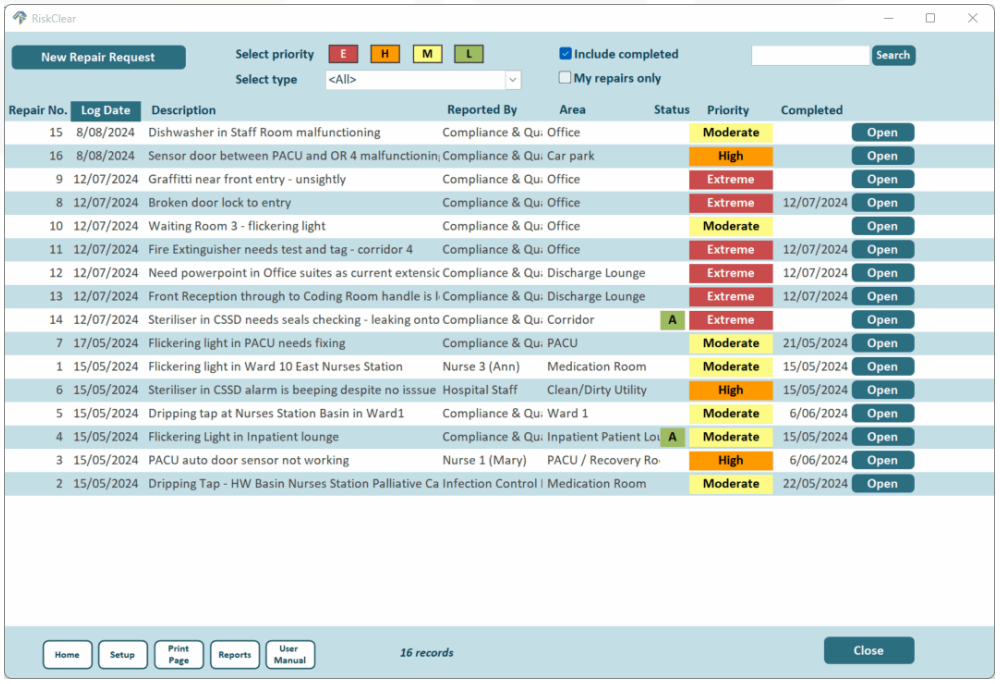
If necessary, the repair can be linked to a risk record and/or a quality improvement record (not available in RiskClear Direct).

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.

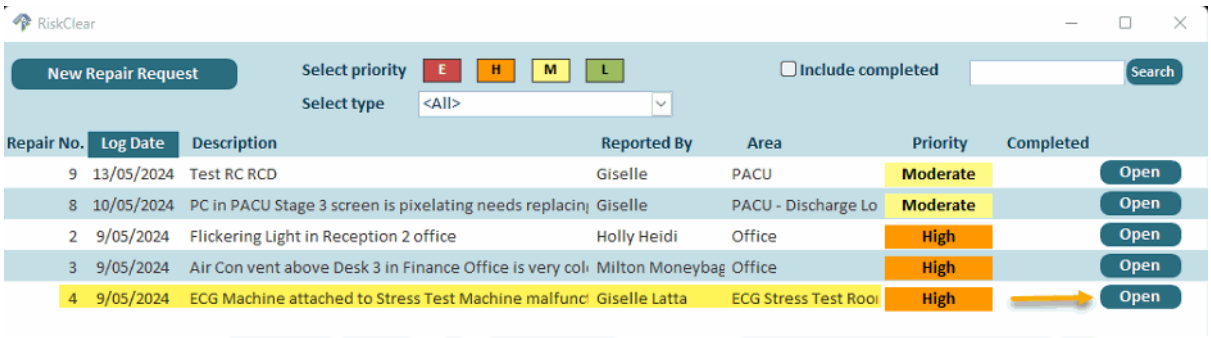
Press **Update & Close** and you will be taken back to the Repair Log where you will see your new Repair Request logged.



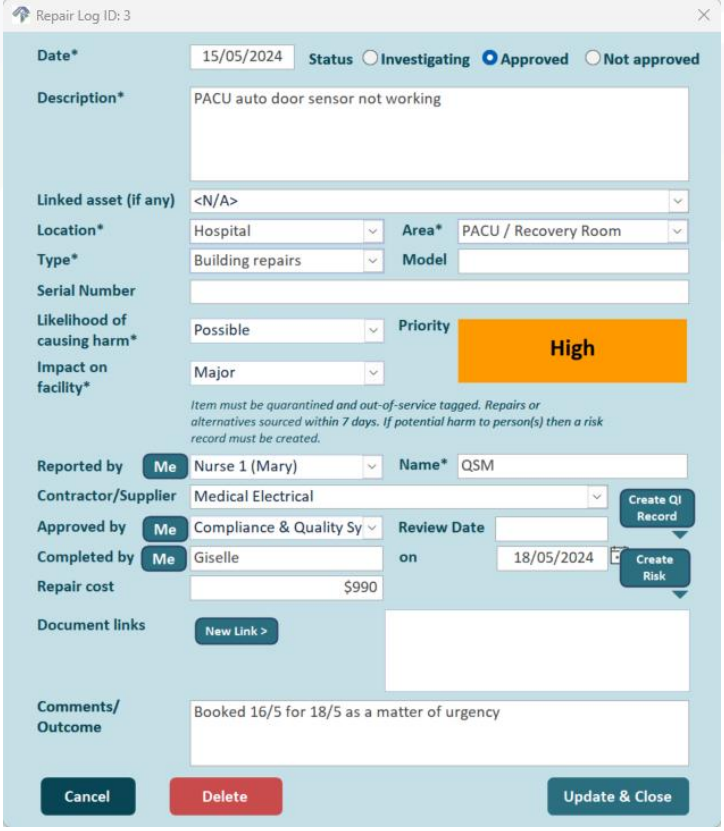
Repair No.	Log Date	Description	Reported By	Area	Status	Priority	Completed	
15	8/08/2024	Dishwasher in Staff Room malfunctioning	Compliance & Qu:	Office		Moderate		Open
16	8/08/2024	Sensor door between PACU and OR 4 malfunctionin	Compliance & Qu:	Car park		High		Open
9	12/07/2024	Graffitti near front 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 isssue	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 I	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.



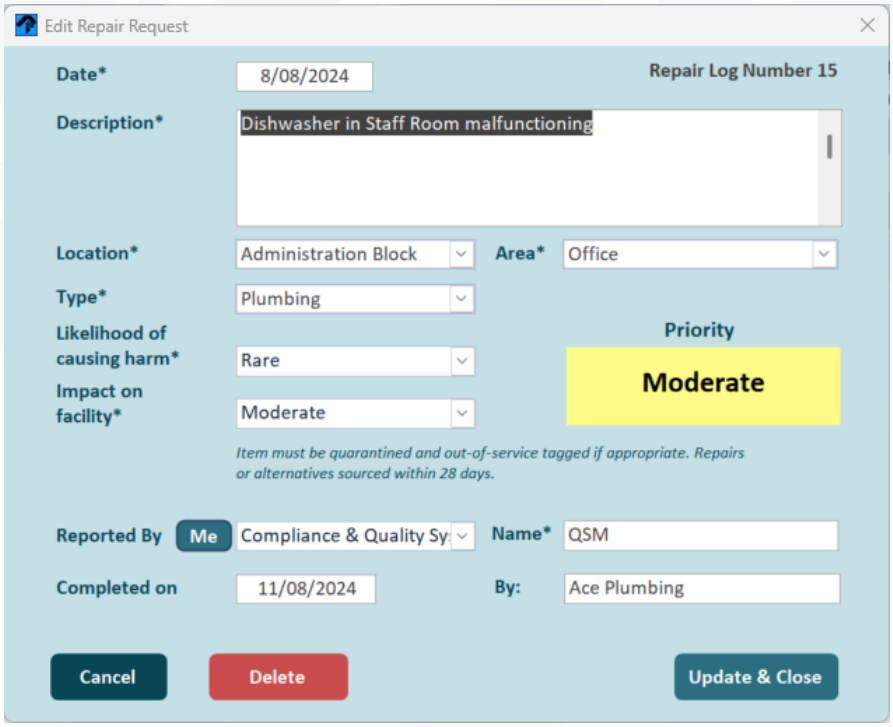
The panel below will be displayed again for you to complete and/or make any other changes to the record.

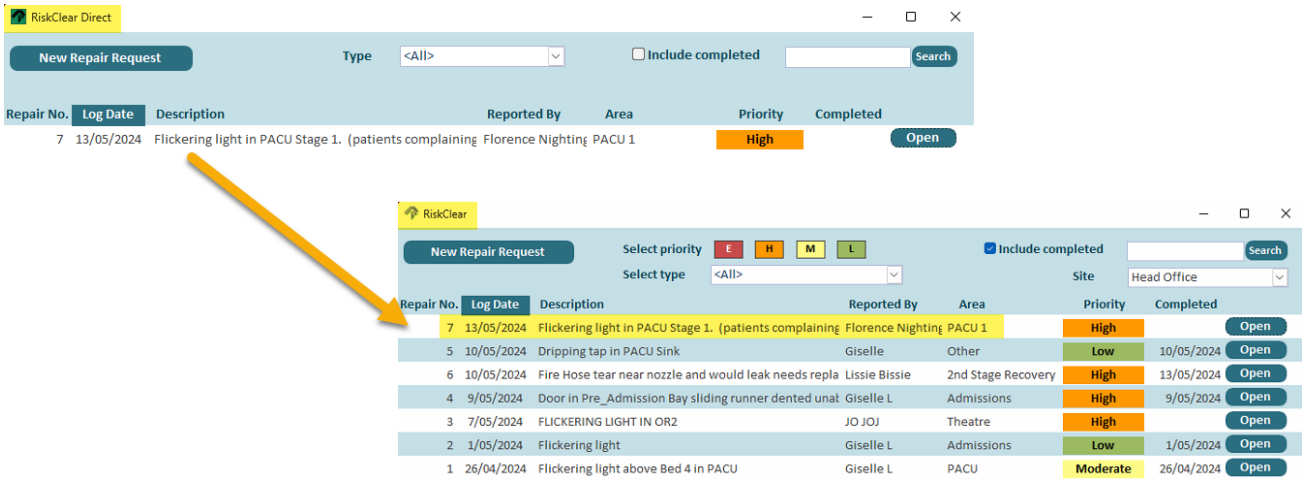


INTERACTION OF REPAIR LOG BETWEEN RISKCLEAR DIRECT & RISKCLEAR

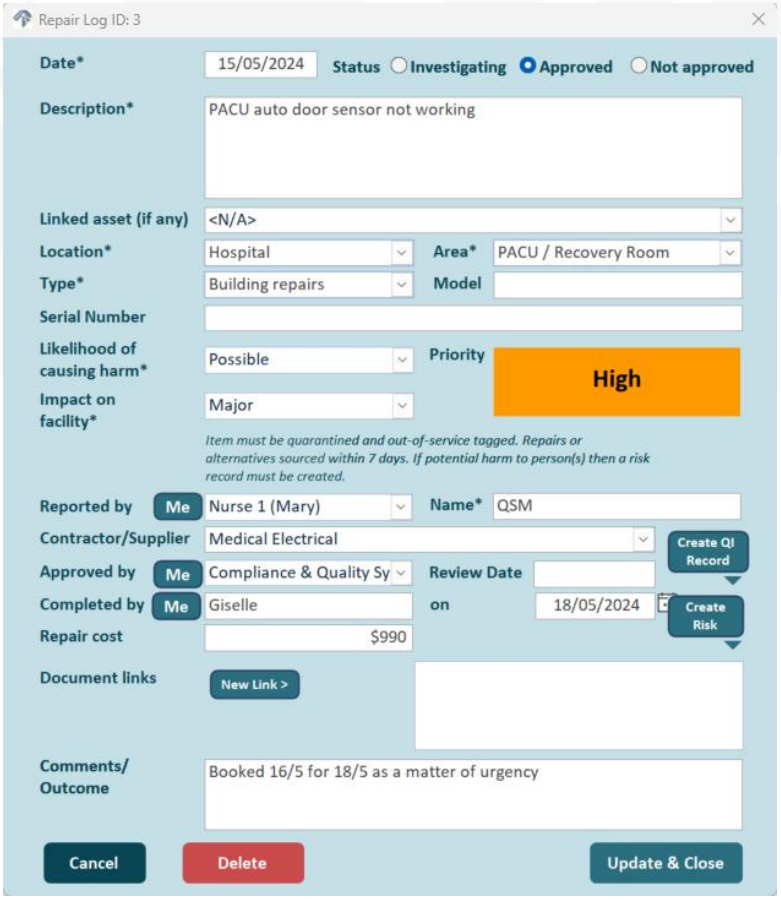
If a **RiskClear Direct** user (e.g. general nursing/admin staff) raises or enters **a New Repair Request**, the record will also now **appear in the Manager/Supervisors RiskClear Repair Log**. This ensures that there is visibility of the record and transparency as to how it is progressing and managed.

RiskClear Direct Repair Request:



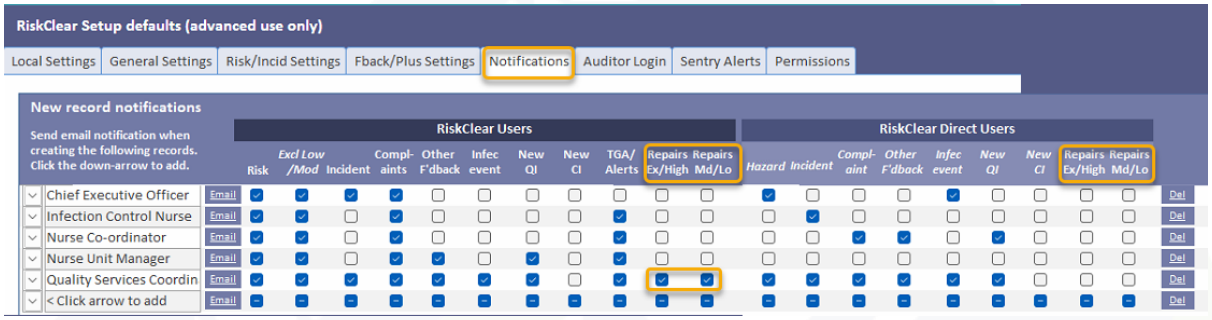


It is the **Manager/Supervisor who will complete the repair request** including when it was completed/repaired, by whom, any linked asset and the cost of repair **in RiskClear**



REPAIR REQUEST NOTIFICATIONS SETUP
(RISKCLEAR USERS ONLY)

For those senior staff that use RiskClear and have access to the Advanced features, you can go to the Notifications Tab and tick the Repairs Ex/High and Repairs Med/Lo boxes for any RiskClear and RiskClear Direct users that you wish to receive notifications when new repairs are logged.



Below is an example of the email notification that is sent once the setup above has been completed.

Repair in PACU logged by Giselle Latta (Priority: High)

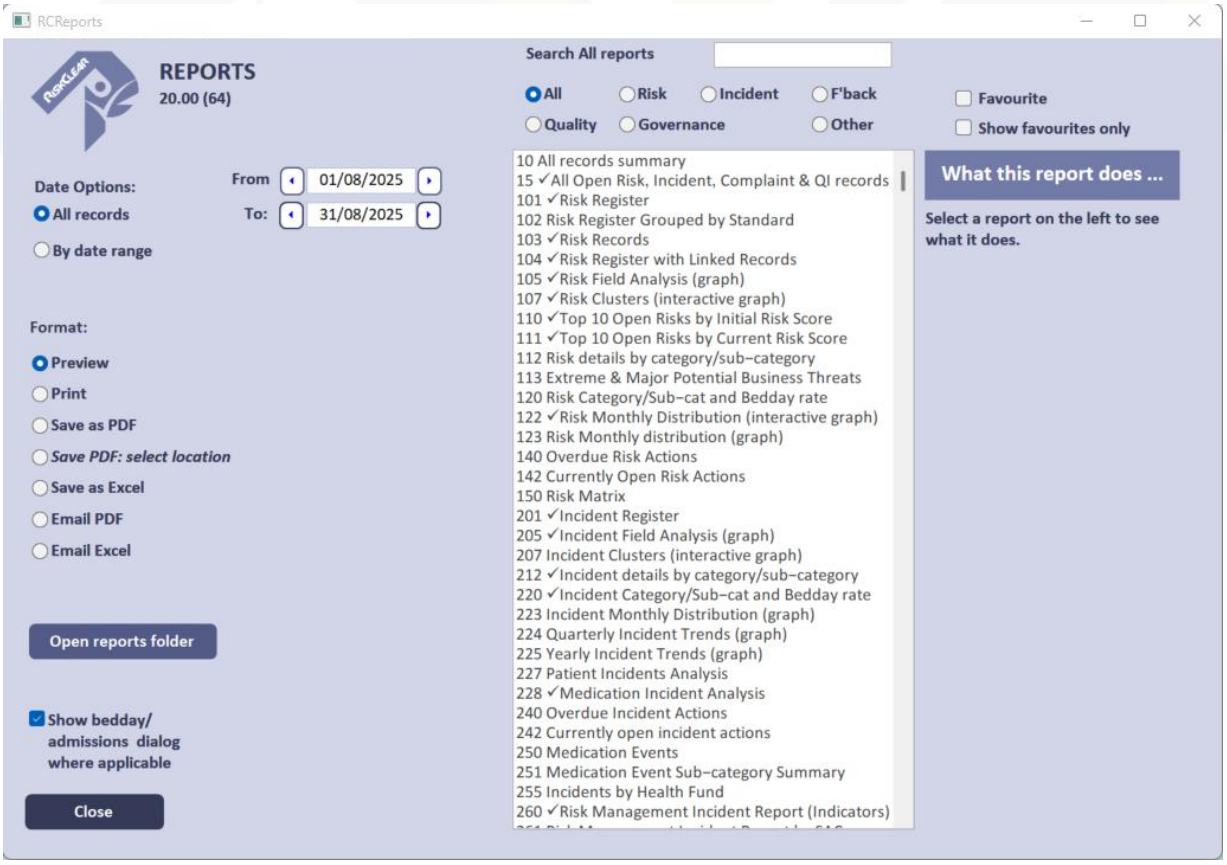
RN RiskClear Notifications <notifications@riskclear.com.au>
To giselle@riskclear.com.au

Giselle Latta has logged the repair detailed below on 13/05/2024:

Repair number: 10
Date: 13 May 2024
Description: Door between PACU and Corridor to Theatre 4 sensor not working.

You can reply to Giselle Latta at giselle@riskclear.com.au by replying to this email.

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.