



What To Include in a Work Order (So It Gets Fixed Fast)

Tags	Compliance Content	Internal Documentation	SOP
	User Education		
Category	Documentation & Knowledge Management		

Context

Work orders are a mess in most hospital systems. Some read like haikus. Others are novels. Most leave out what the technician actually needs to fix the problem.

I wrote this to solve a real-world issue I saw constantly. Unclear service requests that created bottlenecks, delays, and unnecessary back-and-forth.

Problem

In healthcare technology management, poorly written work orders slow everything down. Techs show up without the right tools. Follow-up becomes a guessing game. Important context gets lost.

The real issue? Most users don't know what to include, and the CMMS interface doesn't guide them.

What I Did

I broke down "how to write a decent work order" into five clear, tactical tips. Each one addresses a common failure point: vague locations, missing asset

numbers, unclear issue descriptions, no contact info, and assuming the tech can read your mind.

The tone is practical, plainspoken, and grounded in what actually happens on the job.

Result

This piece is a practical example of operational UX writing. It translates field experience into content that saves time, reduces repeat questions, and keeps repair teams focused.

It also demonstrates my ability to spot broken communication loops and fix them with plain-language content.

Work orders without enough detail cause delays. They often get kicked back or put on hold until someone can clarify. A few extra seconds when submitting your request can save days of waiting on a fix.

What You'll Need

- Equipment name or asset number (if available)
- Room number, floor, or department
- Description of the issue
- A contact person
- Notes about access (if needed)
- A photo (optional, but it helps)

How to Submit a Better Work Order

1. Check First

If you're not sure whether someone already submitted it, take 30 seconds to check. This avoids duplicates and speeds things up for everyone.

2. Name the Equipment

Use the asset number if you have it. If not, describe the equipment clearly.

Example: "Vital signs monitor in Room 305 near bed B" is better than "machine in 305."

3. Explain What's Wrong

Say what's happening and when it started. Skip vague words like "broken" or "not working."

Instead: "Pump alarm continues after restart. Started during shift this morning."

4. Share Anything Helpful

Was it moved recently? Has this happened before? Are there signs of damage? Details like these make troubleshooting faster.

5. Include a Contact

List someone who can answer follow-up questions or provide access. This saves the tech from guessing or stalling.

Optional, But Appreciated

- Preferred access times (if the area is restricted)
- Whether the issue affects patient care
- A clear photo, especially for visible damage

Before You Click Submit

- Double-check the location and contact
- Re-read your description from a tech's perspective
- Ask yourself, "Would I be able to fix this based on what I just wrote?"