

Ticket Report

Ticket #	Department	Responsible Department	Concern Type	Equipment	Serial No.	Remarks	Urgency	Status	Date Request	Date Approval	Date Completed	Total Duration	Remarks By Admin	Official Remarks	Completed By
TICKET-62	HR	HIMS	Repair	Printer	Printer 1	dli ma-connect ako computer sa Printer	Urgent	Completed	06/16/2025	06/16/2025	06/16/2025				Julie Ann Fernandez
TICKET-61	HR	HIMS	Repair	Computer	NA	dli ma-open ako computer - Maam Mika	Urgent	Completed	06/16/2025	06/16/2025	06/16/2025				Julie Ann Fernandez
TICKET-56	NS3	HIMS	Repair	Telephone	AT-40 (MB)	LOW VOLUME	Urgent	Completed	06/10/2025	06/11/2025	06/11/2025	1 day			Jay Mar Dela Cerna
TICKET-53	MMO	HIMS	Medsys		NA	Items with zero hospital stocks at MMO can be requested by units. In the previous system, units cannot request items with zero inventory. Pls. fix. Thank you.	Urgent	Completed	06/09/2025	06/09/2025	06/11/2025	2 days			DAIMLER FERNANDEZ
TICKET-48	LABORATORY	HIMS	Repair	Printer	PRINTER AT RECEP	DISTORTED PRINT OUTS AT RECEP, IT WAS REPAIRED BUT KEEPS ON RECURRING.	Urgent	Completed	06/04/2025	06/04/2025	06/10/2025	6 days			Jay Mar Dela Cerna
TICKET-52	PHARMACY	HIMS	Medsys		005	Access denied in printing purchase order	Urgent	Completed	06/05/2025	06/05/2025	06/05/2025				DAIMLER FERNANDEZ
TICKET-49	MEDICAL RECORDS	HIMS	Maintenance		TP3K918602	PRINTER NOT FUNCTIONING	Urgent	Completed	06/04/2025	06/04/2025	06/04/2025				PRINCESS BIGBIG
TICKET-47	DRUG TESTING	HIMS	Repair	UPS	UPS DRUG TESTING	UPS-CHANGE BATTERY MALFUNCTION, NO ATTACHMENT	Urgent	Completed	06/03/2025	06/04/2025	06/04/2025	1 day			Jay Mar Dela Cerna
TICKET-33	DRUG TESTING	HIMS	Repair	Printer	DTL printer	HEAD ALLIGNMENT OF THE PRINTER. PRINTING RESULTS IS MISALLIGNED. SEE SAMPLE RESULTS.	Urgent	Completed	05/28/2025	05/28/2025	06/04/2025	7 days			Jay Mar Dela Cerna
TICKET-45	Finance Department	HIMS	Software		Computer	I cannot open the files due to system log.	Urgent	Completed	06/03/2025	06/03/2025	06/03/2025				Jay Mar Dela Cerna
TICKET-43	HOPSS Office	HIMS	Software		000	Blue screen of monitor. Cannot be opened.	Urgent	Completed	06/03/2025	06/03/2025	06/03/2025				Jay Mar Dela Cerna
TICKET-42	E-CLAIMS/PHIC DEPARTMENT	HIMS	Software		N/A	Asking for network credentials if mag-access ng ibang shared folder	Urgent	Completed	06/02/2025	06/02/2025	06/03/2025	1 day			DAIMLER FERNANDEZ
TICKET-39	PHARMACY	HIMS	Medsys		004	I am unable to process the	Urgent	Completed	06/02/2025	06/02/2025	06/03/2025	2 days			Daimler

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						inventory due to a runtime error.									Fernandez
TICKET-41	Corporate Affairs	HIMS	Maintenance		SN: X5DY059537 (EPSON L3110)	PRINTER REPAIR - Lines are shown in printed document despite of software and hardware automatic cleaning.	Not Urgent	Completed	06/02/2025	06/02/2025	06/02/2025	2 days			Jay Mar Dela Cerna
TICKET-37	OR	HIMS	Medsys		N/A	ADD ACCOUNT 250035	Not Urgent	Completed	05/30/2025	05/30/2025	06/02/2025	3 days			Jay Mar Dela Cerna
TICKET-36	LABORATORY	HIMS	Repair	Printer	X8HV46733O	INK PAD OF PRINTER AT PROCESSING REACH THE END OF ITS LIFESPAN. THIS IS URGENT BECAUSE ALL RESULTS ARE GENERATED IN THAT PRINTER.	Urgent	Completed	05/29/2025	05/29/2025	05/29/2025	1 day			Daimler Fernandez
TICKET-28	accounting	HIMS	Maintenance		accounting printer	can't print	Not Urgent	Completed	05/27/2025	05/27/2025	05/29/2025	2 days			Julie Ann Fernandez
TICKET-31	E-CLAIMS/PHIC DEPARTMENT	HIMS	Software		N/A	ang E-claims application kay gina delete sa Kaspersky mau di mi maka transmit karon.	Urgent	Completed	05/28/2025	05/28/2025	05/28/2025				Julie Ann Fernandez
TICKET-30	PHARMACY	HIMS	Software		003	We can't print credit memos for cash returns. We lost our Firefox profile on the computer.	Urgent	Completed	05/27/2025	05/27/2025	05/28/2025	1 day			Daimler B. Fernandez
TICKET-29	QACO	HIMS	Software		0000	Printer is offline.	Urgent	Completed	05/27/2025	05/27/2025	05/27/2025				Julie Ann Fernandez
TICKET-27	Finance Department	HIMS	Repair	Printer	Printer	Printer error occurs and cannot print	Urgent	Completed	05/27/2025	05/27/2025	05/27/2025				Julie Ann Fernandez
TICKET-25	MEDICAL RECORDS	HIMS	Maintenance		X9LV597621	I need to reconnect to Sir Amie's printer because I can't connect anymore. (Ms. Malinis)	Urgent	Completed	05/26/2025	05/26/2025	05/26/2025				Julie Ann Fernandez
TICKET-24	LABORATORY	HIMS	Repair	Printer Sharing	N/A	CONNECTION OF PRINTER BETWEEN 2 COMPUTERS. I NEED TO CONNECTION TO SAVE PR	Urgent	Completed	05/26/2025	05/26/2025	05/26/2025				Julie Ann Fernandez

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TICKET-23	LABORATORY	HIMS	Software		N/A	NO INSTALLED SCANNER APP ON COMPUTER. THE SCANNER CAN BE USED TO UPLOAD DOCUMENTS ONLINE. FOR PR AND PO PURPOSES.	Urgent	Completed	05/26/2025	05/26/2025	05/26/2025				Julie Ann Fernandez
TICKET-22	PHARMACY	HIMS	Medsys		002	My computer access is denied, preventing me from completing the the purchase request.	Urgent	Completed	05/26/2025	05/26/2025	05/26/2025				Updated medsys module and report access denied (Daimler Fernandez)
TICKET-20	E-CLAIMS/PHIC DEPARTMENT	HIMS	Repair	Computer	N/A	AC POWER CABLE is not working	Urgent	Completed	05/23/2025	05/26/2025	05/26/2025	4 days			Julie Ann Fernandez
TICKET-19	HOPSS	HIMS	Maintenance		18026511	For Printer Cleaning, please. Thank you.	Not Urgent	Completed	05/22/2025	05/22/2025	05/22/2025				Jay Mar Dela Cerna
TICKET-18	LABORATORY	HIMS	Software		DTL COMPUTER	DRUG TESTING COMPUTER HAS TO BE UPDATED FOR US TO CONTINUE OPERATING. THIS WILL BE GUIDED BY SIR PAUL OF IDTOMIS TODAY. HE WILL BACK UP THE UNIT BEFORE WE PROCEED WITH UPDATING THE COMPUTERS WINDOW. PLEASE COORDINATE IMMEDIATELY AS WE HAVE 24 OFFLINE TRANSACTIONS THAT NEED TO BE UPLOADED TODAY. SEE MA'	Urgent	Completed	05/22/2025	05/22/2025	05/22/2025				JAYMAR DELACERNA
TICKET-17	E-CLAIMS/PHIC DEPARTMENT	HIMS	Software		N/A	Our Microsoft Office is asking for activation or a product key, which means we are currently unable to use it for editing our schedule or encoding our transmittal list.	Urgent	Completed	05/22/2025	05/22/2025	05/22/2025				PRINCESS BIGBIG
TICKET-15	IMAGING	HIMS	Repair	Printer	PRINTER-145	RESET OF LIFESPAN	Urgent	Completed	05/21/2025	05/21/2025	05/21/2025				PRINCESS BIGBIG
TICKET-13	admitting	HIMS	Repair	Printer	X8HV032162		Urgent	Completed	05/20/2025	05/20/2025	05/21/2025	1 day			PRINCESS

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TICKET-12	NURSE STATION 2	HIMS	Repair	Printer	VGFK228231	BLINKING	Urgent	Completed	05/19/2025	05/19/2025	05/20/2025	1 day			Julie Ann Fernandez
TICKET-7	MEDICAL RECORDS	HIMS	Repair	Printer	TP3K918602	The printer is not working and it just keeps blinking	Not Urgent	Completed	05/19/2025	05/19/2025	05/19/2025				PRINCESS BIGBIG
TICKET-6	Accounting	HIMS	Repair	Printer	Printer101	can't print	Not Urgent	Completed	05/19/2025	05/19/2025	05/19/2025				JULIE ANN FERNANDEZ
TICKET-5	Corporate Affairs	HIMS	Software		n/a	The pop-ups from Kaspersky Free are excessively frequent to the point of being disruptive. They appear so often that they significantly delay my work, as the application I'm using becomes unresponsive each time, until I manually click the 'Disconnect' button.	Urgent	Completed	05/19/2025	05/19/2025	05/19/2025				Jay Mar Dela Cerna
TICKET-4	Corporate Affairs	HIMS	Software		n/a	The pop-ups from Kaspersky Free are excessively frequent to the point of being disruptive. They appear so often that they significantly delay my work, as the application I'm using becomes unresponsive each time, until I manually click the 'Disconnect' button.	Urgent	Completed	05/19/2025	05/19/2025	05/19/2025				Jay Mar Dela Cerna
TICKET-11	accounting	HIMS	Maintenance		accounting printer	can't print	Not Urgent	Completed	05/19/2025	05/19/2025	05/19/2025	1 day			Julie Ann Fernandez