



# HOSPITAL IT SYSTEMS AND SOFTWARE

As a Help Desk Technician in a hospital, you'll likely encounter a variety of IT systems and software. Familiarizing yourself with these systems will help you troubleshoot issues more effectively.

## ELECTRONIC HEALTH RECORDS (EHR)

Manages patient health information, appointments, and medical histories.

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## HOSPITAL INFORMATION SYSTEMS (HIS)

Integrates administrative, financial, and clinical functions in the hospital.

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## RADIOLOGY INFORMATION SYSTEMS (RIS)

Manages and stores radiology images and reports.

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## PATIENT MONITORING SYSTEMS

Monitors vital signs and patient data.

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## MEDICAL DEVICES

Including infusion pumps, ventilators, and ECG machines, which often require troubleshooting and calibration.

# Help Desk Training Manual Template

**M Walker**



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