

## PROcure expands services to CHIS

PROcure and Consolidated Health Information Services (CHIS) have entered into a partnership to integrate resources in the areas of Finance and Human Resources (HR). PROcure has expanded its services to provide CHIS with Financial and Human Resources services. Reporting under Kevin Deacon, Di-

rector of Finance, Jackie Deane-Couture, Integrated Manager of Human Resources will provide HR services to CHIS. PROcure welcomes Paul Earle to the team as Financial Analyst to CHIS. Recruitment for an additional financial analyst is in progress.

These changes, supported by the



Boards of each organization will serve to provide greater efficiencies to each organization.

### Special points of interest:

- *PROcure expands Financial and HR services to CHIS*
- *Customer Service Survey update*
- *Training Corner*

## Customer Service Survey update

Results of the Customer Service Satisfaction survey are in. A complete overview of the results will be provided in the Janu-

ary newsletter once the results have been summarized and an action plan developed. PROcure would like to thank the 307 respondents who took

the time to provide us with valuable feedback. The responses and comments will be used to help improve our services.

*Unless you have 100% customer satisfaction... you must improve.*  
**-Horst Schulz**

## Training Corner

### Payment Requisition Forms.

These forms are used for non employee payment/reimbursement. If the payment is being made to yourself, then use the employee travel and expense form.

**Do** use the payment requisition form:


- To request payment for a course or seminar for which you have registered
- Payment to a vendor without an invoice
- Membership fees
- Patient refunds
- Non-employee reimbursement

**Do not** use the payment requisition form:

- In you have an invoice. Sign and code the invoice (per your hospital signing authority policy) and send to PROcure

- When the payment is being made to you.

### Non Catalogue Requisitions

A friendly reminder that when you submit a non catalogue requisition, it will most often be returned to you for final approval review. Unless the requisition is submitted complete with pricing and vendor information, the requisition will be returned for final verification by the requisitioner. Please review your non catalogue orders once they have been submitted and check the status. Once returned, it will appear as OPEN. Click on the Notes  List

to review and notes from the purchasing specialist and review actions required. Once the requisition

has been reviewed—re-send the requisition for processing.

### Coming Soon:

#### Ability to view requisitions by department.

We have received many requests from our customers to have the ability to review requisitions at the department level. While current functionality does not permit that function—development is currently in process for this enhancement. With manager approval, staff will have the ability to view requisitions for the departments for which they have access in the requisitioning system. The access will be view only—thus modifications to another users requisition will not be permitted. This will allow staff to have better visibility over orders at the department level.

Next Webinar: Wednesday December 14, 2011 2:00pm—3:00pm.

To register: Please email [info@procuesso.ca](mailto:info@procuesso.ca) or call 519-436-1221. Webinar requirements: Phone and computer.

Webinars are an excellent opportunity to get assistance with the Ormed application, ask questions about PROcure processes and review requisitioning.

Date for 2012 Webinars will be available in next month's newsletter.