



# Environment of Care (EOC) Rounds – updating findings

Updating your findings through the  
self-service portal (SSP)



Visit [service.medxcel.com](https://service.medxcel.com)



# Creating an account and signing in

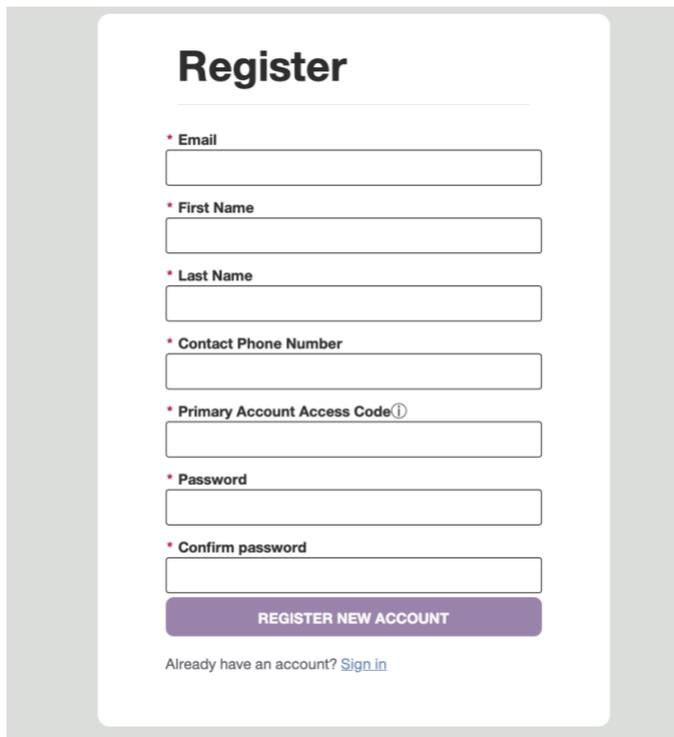
## Creating an account

To create an account for the first time, follow these instructions below.

- 1) Visit [service.medxcel.com](https://service.medxcel.com) and click **REGISTER**.
- 2) Complete all required fields on the form and click **REGISTER NEW ACCOUNT** to finish.

**Access Code** is an eight-digit code of letters and numbers specific to your site. This information can be found on your local intranet page.

Your **Password** must be 8 characters or more and contain at least three of the following: uppercase letter, lowercase letter, number, special character.



The Register form is titled "Register" and contains the following fields:

- \* Email
- \* First Name
- \* Last Name
- \* Contact Phone Number
- \* Primary Account Access Code ⓘ
- \* Password
- \* Confirm password

At the bottom of the form is a purple button labeled "REGISTER NEW ACCOUNT". Below the button, it says "Already have an account? [Sign in](#)".

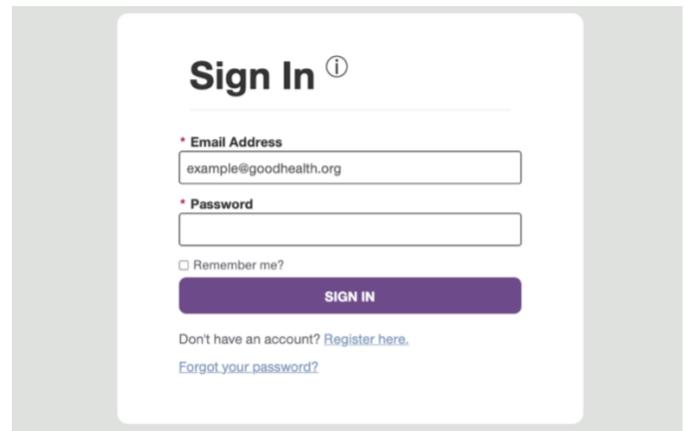
## Signing in

To view and resolve EOC findings, you'll need to sign in to your account.

- 1) Visit [service.medxcel.com](https://service.medxcel.com) and click **SIGN IN**.
- 2) Enter your **Email** and **Password**, then click **SIGN IN** at the bottom.

If you can't remember your password, use the **Forgot your password?** link at the bottom of the form.

For questions or issues signing in, please contact your local Medxcel Safety Officer.



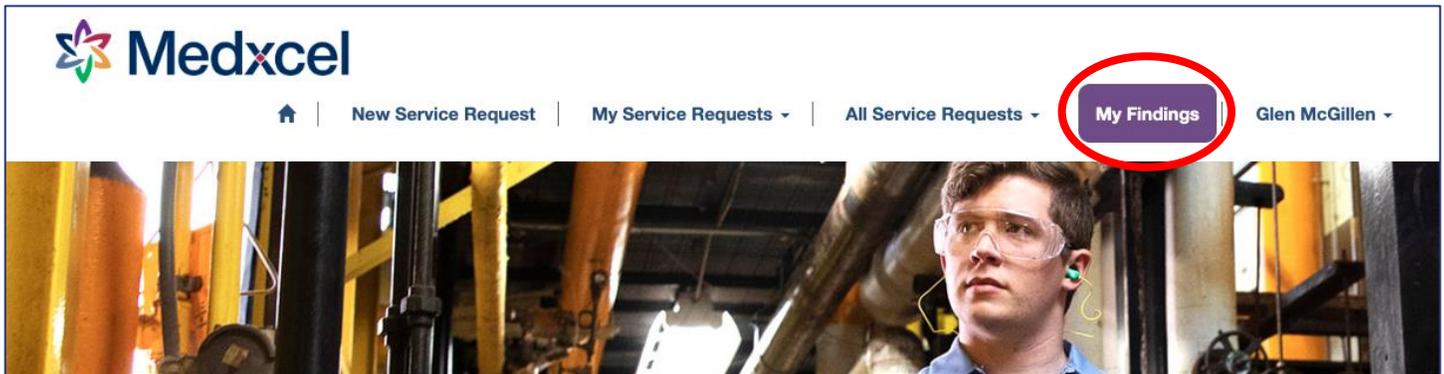
The Sign In form is titled "Sign In ⓘ" and contains the following fields:

- \* Email Address (example@goodhealth.org)
- \* Password

Below the password field is a checkbox labeled "Remember me?". At the bottom of the form is a purple button labeled "SIGN IN". Below the button, it says "Don't have an account? [Register here](#). [Forgot your password?](#)".

# Viewing EOC round findings

1) On the Medxcel self-service portal homepage, when signed in, click **My Findings** in the top navigation.



2) You'll be taken to a page showing all your active EOC findings.

Tip: you can click **My Active EOC Findings** to switch between Active and Completed findings.

Tip: you can click any of the column headers, such as **Site, Department, Date**, etc, to sort by column.

Tip: you can use the **Search** box to look for a specific finding. Use an asterisk or star before your search term to expand the search options. As an example, for a finding involving cords, search for **\*cords**.

Date ↓	Topic	Site	Location Ob
01/27/2023	Biohazard and infectious waste properly segregated, handled, packaged, and disposed.	Good Health Hospital	1B005 - CON
11/02/2022	9. Nurse call system cords not wrapped, tied, or blocked.	Good Health Hospital	2A170 - ELE
11/02/2022	6. Transportation and cleaning of contaminated instruments followed according to policy.	Good Health Hospital	2B344 - STO
11/02/2022	1. Documented department-specific response plans, recall lists, etc. are complete and readily available.	Good Health Hospital	2A170 - ELE

3) Click on a finding's date to open the finding for resolution.

11/02/2022	9. Nurse call system cords not wrapped, tied, or blocked.	Good Health Hospital	2A170 - ELECTRICAL	Administration	Test
11/02/2022	6. Transportation and cleaning of contaminated instruments followed according to policy.	Good Health Hospital	2B344 - STORAGE	Administration	Test

# Resolving an EOC finding

Home / My Findings / Findings Details

**4** **UPDATE FINDING**

**Topic**  
9. Nurse call system cords not

**Location of Observation**  
2A170 - ELECTRICAL

**Responsible Party \***  
Glen McGillen

**Observations**  
Test  
Applicable Standards: EC.02.01.01 EP03,EC.02.06.01 EP01,EC.02.01.01 EP03,EC.02.06.01 EP01,EC.02.06.01 EP01,

**1** **Date Resolved**  
2/1/2023

**2** **Resolution**  
Wrapped and tied the cords

**3** **Attach a file**  
Choose Files No file

When finished entering the resolution details, click the **UPDATE FINDING** button at the top of the page to save your changes. An email notification will be automatically sent to the Safety Officer and department contact.

Note: you will still see the finding in your Active EOC Findings until it's marked completed by the Safety Officer.

In **Date Resolved**, click the calendar button to select the date you resolved the finding.

Enter the **Resolution** – what you did to address the issue from the finding.

If helpful, use the **Attach a file** section to upload photos or other documentation of the resolution.