

10 Essentials of Environmental Health Management



1 Citizen Web Portal

Self-service options for citizens can help reduce manual, time-consuming tasks, reduce errors on application forms and enable citizens to interact with agencies on their schedule, 24/7. A citizen web portal should be able to accept applications, renewals, complaints, service requests, fee payments and more, saving valuable staff time on tedious data entry and fielding inquiries on status updates.



2 Mobile Solution

A mobile application allows inspectors to access the data they need in the field. No more lugging heavy folders or forgetting files at the office. A mobile solution should make it easy to attach photos, select from notes on common violations, upload data to the cloud, and deliver inspection results instantly so inspectors can focus on health education, and forget the paperwork.



3 Activity Reporting

Reporting is key for tracking agency deliverables against goals, identifying gaps, and help defend fees. Environmental health software should come with customizable reports that answer some of the most common questions, such as: Are we meeting our inspection frequency? How much revenue has been collected through fees? How many businesses have passed or failed an inspection this year? You can't measure your effectiveness without understanding your data.



4 Document Management System

From architectural plans to complaints and everything in between, storing and accessing important documents quickly, and with concurrent virtual review can have a significant impact on getting a business open on time, passing an audit, or identifying trends of non-compliance. If you've got a good document management system already, make sure your environmental health solution integrates seamlessly.



5 Automatic Notifications

Health departments deal with a vast web of tasks—between processing applications, permit renewals and upcoming inspections—which can be challenging to track manually. Automatic notifications and business rules help keep agency staff and facility owners informed of missing information, upcoming permit expiration dates, and more, allowing staff to focus on enforcement without getting caught in the details.

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