



POLICY AND PROCEDURE MANUAL DUKE UNIVERSITY HEALTH SYSTEM



Clinical Engineering Policy CE-002

Work Order System

POLICY:

The Clinical Engineering department has adopted a standard work order system for all departments requesting maintenance on clinical equipment. When a malfunction occurs with a piece of clinical equipment that is encompassed within the program of the Clinical Engineering department, the using department shall notify Clinical Engineering during rounds, by telephone or by bringing the device to the Clinical Engineering office. Upon receipt of the request, a work order will be initiated in the Work Order Management Database, including assignment of the work order to a technician for completion. The ultimate priority classification (urgent, routine, or deferred) will be determined by a Clinical Engineering manager, based on the needs of all departments.

PURPOSE:

To provide guidelines for the receipt and processing of Clinical Engineering service requests.

PROCEDURE:

Any unscheduled work will be documented on an electronic work order.

The clinical equipment Work Order will be assigned a priority of maintenance as defined below and detailed in Policy CE-013:

<u>URGENT</u>	Valid emergency repair requests
<u>ROUTINE</u>	Completed at first opportunity
<u>DEFERRED</u>	Completed as opportunity permits

Urgent requests for technical assistance should be requested by telephone. When Clinical Engineering personnel are contacted with an "Urgent" request, the following information will be provided:

1. Department calling.
2. Name of person to contact in that department.
3. Reason for urgent call.

Priority assigned to the requests will normally be determined by the appropriate Clinical Engineering operational manager. Input from the users is encouraged.

Routine and deferred requisitions will be initiated in the following manner:

The following information should be provided on the Work Request, by the person originating the request for service, or by the CE technician:

1. C.E. Number
2. Cost Center
3. Equipment Description
4. Telephone Number
5. Name of Contact
6. Location of Equipment
7. Description of the problem



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Upon completion of the work, the technician will complete the electronic work order by noon the following day. All pertinent information relating to the service request will be gathered by the technician for data entry and the work order will be completed in accordance with Policy CE-013.

All work orders are dated and logged for record keeping. The ultimate priority will be assigned by a Clinical Engineering manager in accordance with the needs of all departments.

In the event that a work order cannot be completed in the requested time or within twelve business days (as specified in Policy CE-025), the Clinical Engineering technician will notify the request originator or department Manager and inform them of the reasons that the equipment repair will be delayed and provide them with an estimated time of repair. It is the responsibility of each Clinical Engineering technician to follow-up on such situations as needed and personally contact the request originator or department Manager if necessary.

Reviewed: November 2001, January 2004, March 2006, January 2007

Revised: November 1999, March 2006