



POLICY AND PROCEDURE MANUAL  
DUKE UNIVERSITY HEALTH SYSTEM



Clinical Engineering Policy CE-006

Maintenance Priorities

POLICY:

It is the responsibility of the appropriate Clinical Engineering Operations Manager/ Team Leader to prioritize all scheduled and unscheduled work requests. Requests should be prioritized as urgent, preventive, routine, or deferred.

PURPOSE:

To prioritize Preventive and Corrective Maintenance Actions.

PROCEDURE:

1. All Preventive Maintenance Actions will have a higher priority than Corrective Maintenance with the exception of urgent Corrective Maintenance Work Orders.
2. To facilitate the efficient allocation of CE and Hospital resources the following priority system has been established:

URGENT

These are corrective actions of such a nature that failure to take immediate action or actions as soon as possible will jeopardize the operation of the Hospital with respect to its primary function and service.

ROUTINE

These are corrective actions which should be performed at the first opportunity but their nature such that the primary function of the Hospital is not significantly affected.

DEFERRED

These are projects or corrective action that will in no way affect the primary function and service of the hospital.

For all service requests or technical assistance the user should contact Clinical Engineering, by telephone, (at DUH 681-2525, at DRH 470-8184 and at RCH 954-3583).

Work Order are entered in the computer for record keeping and work scheduling. The appropriate Clinical Engineering operational manager will normally determine the priority assigned to the requests. Input from the users is encouraged.

3. All repair actions involving clinical equipment will be documented on a Work Order.
4. The Clinical Engineering request should be telephoned as follows:
  - A. Identify the malfunctioning equipment by equipment name/model, the manufacturer, CE number, if available, and its physical location in the Hospital.
  - B. Explain the problem or malfunction as clearly as possible.

Reports detailing labor man-hours and material costs will be made available to Nurse Managers upon request. An itemized report of all corrective and preventive maintenance actions by CE number will also be made available upon request.

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

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