



# POLICY AND PROCEDURE MANUAL DUKE UNIVERSITY HEALTH SYSTEM



## Clinical Engineering Policy CE-007

### On-Call and Work Hours

#### POLICY

The Clinical Engineering Department will be staffed Monday through Friday, (except legal holidays) and will provide emergency coverage on a 24 hour / 7 day per week basis.

#### PURPOSE:

To establish normal working hours for the Clinical Engineering department. Specific hours are noted below.

To establish a system to adequately address Clinical Engineering emergency service requests outside of normal working hours.

#### PROCEDURE:

The Clinical Engineering department will be staffed during normal working hours. Normal working hours are defined as 7:30 am to 4:30 pm Monday through Friday, although a flexible shift allows complete additional coverage to meet Duke University Health System special needs.

- The Duke Medical Center Clinical Engineering Department is located in the sub-basement of Duke North Hospital, room 0629. The Clinical Engineering Shop is staffed between the hours of 7:30 am – 4:30 pm, Monday through Friday (except Duke holidays). Emergency coverage is provided on a 24 hour – 7 day a week basis and may be obtained by paging the On Call technician at 970-9581.

The Perioperative Team will maintain a separate call schedule and a senior technician from that team will rotate being on call for issues relating to the Operating Room, Perfusion Services and Anesthesia Services. The Periop On-call pager number is 970-1775.

Dialysis services will be supported by separate call schedule and a technician from that team will rotate being on call for issues relating to the Dialysis Services. The Dialysis On-call pager number is 970-6095.

- The Durham Regional Hospital Clinical Engineering Department is located on the first level of the main Hospital. The operating hours are 8:00 am – 4:30 pm, Monday through Friday (except Duke holidays). Emergency coverage is provided on a 24 hour – 7 day a week basis and may be obtained by paging the On Call technician at 970-5387.
- Duke Raleigh Hospital Clinical Engineering Department operating hours are 7:00 am – 3:30 pm, Monday through Friday (except Duke holidays). Emergency coverage is provided on a 24 hour – 7 day a week basis and may be obtained by contacting the Raleigh Community Hospital Operator at 954-3000.

*Reviewed: November 2001, January 2004, January 2007*

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