



POLICY AND PROCEDURE MANUAL DUKE UNIVERSITY HEALTH SYSTEM



Clinical Engineering Policy CE-025

Notification of Delays in Maintenance of Equipment

POLICY:

During normal working hours, Clinical Engineering will respond to all requests for service within 20 minutes.

Outside normal working hours, the Clinical Engineering technician on-call will respond, via telephone, within 20 minutes after receiving a page.

Ten (12) business days has been identified, by Clinical Engineering management, as the maximum allowable repair time for all equipment (see Policy CE-002). In the event that a work order cannot be completed in the requested time or within ten days 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.

PURPOSE:

To establish the standard for maximum response time and repair turn-around time from the Clinical Engineering department on all requests for service.

To set the procedure for reporting to the appropriate department Manager any unavoidable delays in excess of ten days for completing a work order.

PROCEDURE:

1. All requests for service should be responded to within 20 minutes during normal working hours.
2. All requests for emergency service, outside of normal working hours, should be responded to by telephone within 20 minutes of receiving the notification (page) by the Clinical Engineering technician on call. (Re:CE-007) The on call technician has the responsibility of coordinating the proper response to the service request.
3. During the course of performing maintenance on clinical equipment, there will be times when the unavailability of spare parts, technical documentation or work hour limitations will make it impossible to facilitate a repair within ten days. In the event that a work order cannot be completed in the requested time or within ten days 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.
4. It is understood that there are occasions when a faster repair time is deemed necessary. (i.e. specialized or one of a kind items) These will be handled on a case by case basis with the agreement of Clinical Engineering Assistant Director/ Operations Manager and the Manager of the responsible department.

Reviewed: November 2001, January 2004, January 2007

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