

**HACKETTSTOWN REGIONAL MEDICAL CENTER**

**Administrative Policy & Procedure  
Equipment Service Call Policy and Procedure**

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<b>Effective Date:</b>	<b>January 2006</b>	<b>Policy No:</b>	<b>MM14</b>
<b>Cross Referenced:</b>		<b>Origin:</b>	<b>Materials Management</b>
<b>Reviewed Date:</b>	<b>01/09, 01/10, 09/10, 4/12</b>	<b>Authority:</b>	<b>Chief Financial Officer</b>
<b>Revised Date:</b>	<b>4/12</b>	<b>Page:</b>	<b>1 of 3</b>

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**PURPOSE:**

To provide a process that identifies the policy and procedure for submitting requests for service, inspection or repair of medical equipment.

**POLICY:**

All patient care or patient care related equipment including; therapeutic, monitoring, diagnostic, or analytical equipment will be maintained by either the Original Equipment Manufacture (OEM), the Biomed technician on site or by the Maintenance department. Generally, equipment that is mechanical or furniture in nature (stretchers, wheelchairs, chairs and beds) is maintained by the maintenance department. All other medical equipment is maintained by the Biomedical department unless contracted with the OEM. The Biomedical technician maintains the master list of all hospital medical equipment and the designated service provider.

Any equipment that is in need of service is immediately set aside, labeled as out of service with the date, department and name of the user. Broken, damaged or malfunctioning medical equipment must be identified with a red DANGER tag and the appropriate service provider is immediately notified.

**PROCEDURE:**

For any instance where equipment has been determined to be out-of service, the equipment should be removed from use and labeled as out-of-service with a description of the identified malfunction along with the date, department and name of the user. In addition, any action taken (i.e, "Biomed has been notified") should be noted on the labeled equipment.

Broken, damaged or malfunctioning medical equipment must be identified with a red DANGER.

If the equipment user is unsure of the appropriate service provider, they may contact the Nursing Supervisor, Materials Management, the Maintenance Department or the Novamed biomed technician for guidance.

For equipment that is serviced by the maintenance department, the service request should be called in to extension X6940.

For equipment that is covered by a service contract with an Original Equipment Manufacture (OEM) or other comparably qualified vendor, procedures established by the OEM/vendor should be followed and Novamed should be notified.

For all other medical equipment, Novamed should be notified.

A Novamed Biomed technician is scheduled to be onsite during specified days and hours. The days and hours are subject to change and can be verified by calling Materials Management or the Biomed technician.

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*Currently, the Biomed technician's on-site schedule is Monday-Friday from 8:00 a.m. to 4:30 p.m., excluding Holidays.*

During scheduled hours, any requests for service, inspection or repair for Novamed contracted equipment should be made by contacting the Biomed technician directly via phone or pager, regardless of the level of urgency.

The procedure for requesting Biomed service after hours, where "after hours" is defined as any nights, weekends or Holidays is as follows:

- The Administrative Coordinator should be informed of any equipment failures regardless of the level of urgency.
- **Non Emergency Requests** - If the request is **not** determined to be an emergency, a message should be left for the Biomed technician for service to be performed during his next on-site visit.

**Emergency Requests** - If the request is determined to be an emergency, Novamed has provided the following 800 number [800-439-9747](tel:8004399747) for after hour's calls. Novamed is contractually committed to call back within one hour and to be on-site within three hours for emergency cases. Novamed will evaluate the request and if they concur that an onsite emergency visit is required, they will call back to obtain the approval of the Administrative Coordinator before initiating the work order.

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**ICU & PCU**

Linda Ambacher  
Anita Albert

**3 North & 3 South**

Dawn Gordon

**Labor & Delivery/OB**

Yvetale Lauture-Jerome

**Emergency Department**

Fran Schuster

**All Nursing Units**

Administrative Coordinator

**Surgical Services and Central Sterile**

Ron Wallman  
Bernie Cardillo

**Diagnostic Imaging**

Kay McCormack  
Lianne Leonardo  
Chris Agens

**Laboratory/Pathology/Blood Bank**

Peggy Ashworth

**Pharmacy**

Mark Harris

**Cancer Center**

Sherrie Florence

**Wound Center**

Karen Young

**Cardiology/Pulmonary**

Andre Sirgo

**Sleep Lab**

Andre Sirgo

**Vascular Lab**

Shannon Pepitone

**Physical/Occupational Therapy**

Linda Pemberton  
Barbette Johnston  
Lori Zerhouane

**Center for Healthier Living**

Maria Chervanack

**Counseling and Addiction Center**

Elizabeth Sartori

**Maintenance Department**

Rick Armstrong