

Vendors Providing On-Site Service for Medical Equipment Repair Policy

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| Sub-Category: Materials Management | Last Revised Date: Apr 21, 2009 |
| Approved By: Wagner, Jeff J. | Last Reviewed Date: Mar 25, 2014 |
| Owner: Wagner, Jeff J. | |

Applicability

MidMichigan Health and all its wholly owned subsidiaries

Purpose

In order to comply with regulatory requirements including Joint Commission standard EC.02.01.01 EP7, improve operating procedures as well as vendor service and accountability, a procedure to effectively manage services performed by vendors has been established for all MidMichigan Health departments.

Policy

The following requirements and guidelines are mandatory for all vendors who perform maintenance and repair on equipment owned and operated within MidMichigan Health departments. These requirements will be enforced equally for all vendors who provide technical maintenance, repair, and support services on equipment under warranty, extended service contracts, under lease, or off contract via time and materials. Compliance with these guidelines shall ensure timely payment for services rendered. Vendors unable or unwilling to meet these requirements may be excluded from future business opportunities.

Procedure

In all instances where vendors are to be notified for on-site maintenance/service of medical equipment, unless otherwise noted in writing by the Biomedical Manager, service calls to vendors shall be preceded by notification to Biomedical by calling 839-3815 (7 a.m. – 5 p.m.) or pager number 926-0037 after 5 p.m.

During normal business hours (7 a.m. – 5 p.m.), vendors working at the Medical Center on the Midland Campus shall check in at the Biomedical Department prior to the start of any maintenance or repair activity. Vendors shall check out at/with Biomedical prior to leaving or completing their

activity for each day. Documentation shall be delivered/faxed/emailed at that time and a purchase order number will be provided if not provided beforehand. Documentation can be faxed to (989) 839-3112 for off-site activity or e-mailed to the Biomedical department,

biomed@midmichigan.org, if such arrangements are made in advance of the service activity.

Vendors working at locations other than the Medical Center on the Midland Campus shall call Biomedical at (989) 839-3815 or x13815 from the work location prior to the start of any maintenance or repair activity. Check out will be via phone as well. All other guidelines apply.

During off hours (all except normal business hours), the Biomedical on-call staff shall be contacted via the hospital operator by the person in charge of the department where service is to be performed when the vendor arrives on site.

All corrective maintenance, scheduled preventive maintenance and/or performance verification (QA) testing shall be fully documented at the time service is performed using a vendor-supplied Field Service Report (FSR) form. FSRs must be legible and complete. Vendor or manufacturer specific work, repair, and/or error codes are not to be used unless a detailed explanation is included as well. FSRs must be submitted immediately after service is completed. Data elements shall include (at a minimum) the following:

- a. Purchase order number.
- b. Date and time service was initiated.
- c. Date and time service was completed.
- d. Location of equipment on which service was performed.
- e. Identification of equipment being serviced (Site ID and/or model number/serial number and/or asset tag number).
- f. Written description of the corrective action taken, of the tests performed and related results, and/or preventative maintenance actions taken.
- g. Total parts used (if any) with associated descriptions and estimated costs.
- h. Total labor and travel time, with associated estimated charges.
- i. Signature of person performing the work.
- j. Signature of the responsible employee acknowledging completion and status of work.
- k. A copy of the FSR shall be left with the department manager.

Additionally, it may be required that a cost estimate and “not to exceed” figure be provided prior to initiation of any service activity. All non-exchange parts are to remain onsite unless otherwise agreed upon.

Vendor invoices for services rendered must be received within thirty days after work is completed. To ensure prompt payment, another copy of the vendor field service report should be attached or referenced along with the appropriate purchase order number. Invoices received that have not been preceded by a field service report shall be subject to a \$100 maximum payment.

Biomedical shall review all invoices. Pay Management shall not pay invoices without Biomedical approval.

All service work shall be warranted for a minimum of ninety days. Call back service for repeat problems related to the initial service shall be performed at no additional charge.

All service delivered must ensure that the equipment is operating within the manufacturer's specifications and conforms to all regulatory guidelines.

Questions regarding this policy should be directed to the Biomedical Manager.

Subsidiary Addendum

Not Applicable

Definitions

Not Applicable

References

Not Applicable

Disclaimer

Employees covered under a bargaining agreement will be subject to the terms of that agreement.

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