



# Rancho Los Amigos National Rehabilitation Center PHYSICAL THERAPY DEPARTMENT POLICY AND PROCEDURE

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## PROCEDURE FOR REQUESTING SERVICES FROM FACILITIES MANAGEMENT

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**PURPOSE:** To describe the procedure for obtaining services from the Facilities Management Department.

**POLICY:** Work orders will be placed online by accessing the EQ2 web request – Rancho Facilities Management HEM system “facilities” link from the RLANRC home page. Emergent work orders should be followed up by calling the Facilities Management Office. by calling Ext. 57600. Major work orders should be requested in writing to the Director of Facilities Management

### PROCEDURE:

#### I. WORK ORDERS

- A. For minor work orders (i.e. hanging bulletin boards or pictures, installing items, etc.) that do not require more than eight hours of labor, should be placed online with the following information:
  - 1. Your name and location phone extension
  - 2. The Physical Therapy Department cost center number (77711)
  - 3. Specific information regarding your request
- B. A work order number will be provided once the request has been accepted by the Facilities Management staff.
- C. Record the request and the work order number on the Work Order Log form (Attachment A) which should be maintained on a monthly basis in the treatment area/office in the event a follow-up call is required.
- D. **Follow-up calls only** are directed to the receptionist at Ext. 57291. No direct calls are to be made to the shops.
- E. Urgent work orders should be completed within 24 hours. Routine work orders can take from two days to two weeks. Follow up calls are discouraged unless two weeks or ten working days have passed since request.

- F. Work orders for extensive jobs ie. requiring greater than eight hours of labor, should be discussed with the PT Department Director and presented to the Director of Facilities management or Designee for prioritization and planning of project. Once approved a work order may be placed as described in A/B above.

  
Director, Physical Therapy Department