

*VALLEYCARE*  
**OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS**  
**DEPARTMENT: FACILITIES**  
**POLICY & PROCEDURE**

**NUMBER: 550**  
**VERSION: 1**

**SUBJECT/TITLE:** SERVICE/REPAIR REQUESTS AND EQUIPMENT/UTILITY PROBLEMS

**PURPOSE:** To ensure that requests for services/repairs and problems with equipment/utilities brought to the attention of the BEAS Room operator are properly responded to.

**POLICY:** The BEAS Room operator shall promptly respond to requests for services/repairs and problems with equipment/utilities brought to his/her attention.

**PROCEDURE:** During Normal Working hours (Monday-Friday, 1<sup>st</sup> shift)  
Refer the caller or problem to extension 4900 for the processing of a work order.

During Off Hours

1. Fill out a work order form making sure that all information at the top of the form is complete.
2. Give the work order to the General Maintenance worker on duty:
  - a. If the General Maintenance worker cannot complete the work, he/she is to return it to the BEAS Room operator.
  - b. If the General Maintenance worker completes the work order, he/she is to place it in the "Completed Work Order" box.
3. If the General Maintenance worker cannot complete the work order, a decision needs to be made as to the urgency of the matter. This is to be done by contacting the Nurse Administrator and/or the Facilities AOD.
  - a. If the matter is not an emergency, the work order is to be marked with a yellow highlighter and placed in the "completed Work Orders" box for completion by Service Center (extension 4900).
  - b. If the matter is an emergency, the Facilities AOD shall determine and execute a proper response to the emergency (e.g. calling back a plumber).
4. If a Facilities employee is called-back he/she is to:
  - a. Pick up the work order from the BEAS Room operator.
  - b. Perform the work
  - c. Report the status of the matter to the Nurse Administrator and get him/her to sign an overtime authorization and the work order.
  - d. Run the work order and overtime authorization in to his/her supervisor (next working day).
5. If the called-back employee cannot repair the problem, the Facilities AOD

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is to be immediately notified.

6. Log all work orders and follow-up activities in the BEAS main log book.

**\*INFORMATION\***

Further information may be obtained by referring to the following BEAS policies.

- 205 Fire Detection System Failure
- 208 DWP Power Outage Notification
- 206 Medical Gas Alarms
- 209 Blood Bank Refrigerator Alarms
- 210 HIS High Temperature Alarms

**DEPARTMENTS: FACILITIES**

**DEFINITIONS:**

References:	
Approved by: Robert Ross (Director, Facilities)	Date: 08/12/2009
Review Date: <b>07/12/2015</b>	Revision Date:
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