

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

**NUMBER: 671**  
**VERSION: 1**

**SUBJECT/TITLE:** TELEPHONE SERVICE REQUEST (TSC)

**POLICY:** Facilities prioritizes and processes requests for service and repair from all divisions of Valley Care. Urgent requests for the repair of medical equipment, utilities, and safety issues are acted upon immediately.

**PURPOSE:**

**DEPARTMENTS:** FACILITIES

**DEFINITIONS:**

**PROCEDURE:** 1. **Requesting Department:**

When a department has a need for service from Facilities, they place a call to the service request hot line x4900. After hours 4:30PM – 0700AM, week-ends and Holidays call BEAS room x4100.

A. The service request clerk takes information from the Requester and enters the information into the Service Request program.

1. Date and time is automatically posted.
2. Name of individual making request.
3. Telephone number of requestor.
4. Location of needed service.
5. What is the requested service.

The service request clerk then tells the requestor what the Service Request Number is. The service request clerk then prints the Service Request and places it in the appropriate craft in-basket.

Service Request Number – the first digit is the year, the next two digit is the month and the remaining digits the number of the work order for that month.

Work Order # - 2020395

2 – Year

02 - Month

0395 – Number work order for February

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- B. When urgent calls are received by the service request clerk,
- C. he/she shall page the appropriate technician or supervisor to initiate an immediate response to the request.

**2. Service Technician:**

- a. Fills in what he did to satisfy the request.
- b. Fills in any material that was used to complete the job.
- c. Fills in Employee # and how long the job took to complete.
- d. Turns in completed Service Request to Supervisor or Service Request Clerk.

**3. Service Request Clerk/Supervisor:**

- a. Looks up service ticket using Service Call Request Number.
- b. Go to the completed Service Request Screen
- c. Enter what was done to complete the job.
- d. Enter who did the work and how many hours are being charged to the job.
- e. File

References:	
Approved by: Robert Ross (Director, Facilities)	Date: 08/12/2009
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