



OSPITAL NG PARAÑAQUE



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ANCILLARY DIVISION APPROVAL MATRIX

Section / Department
LABORATORY SECTION

Policy Title:
POLICY AND PROGRAM FOR PROPER MAINTENANCE AND MONITORING OF PHYSICAL PLANT AND FACILITIES

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OBJECTIVES:

This policy aims to provide proper procedures, the necessary maintenance, and precautions, this section is undertaking in maintaining its machine to ensure quality and unhampered laboratory services.

COVERAGE:

This covers the staff of the laboratory Section

RESPONSIBILITIES:

- I. It shall be the responsibility of the Head of this Section to monitor the effectiveness of this policy so as not to hamper the laboratory works and to ensure continuous laboratory services.
- II. It shall be the responsibility of all the staff of this section to maintain the quality performance of its machine.
- III. It shall be the responsibility of the Head of this Section and his Staff to notify the attention of the authorized service representative in case the machine malfunctions.

POLICY:

- I. This policy shall ensure that the laboratory machines are well-maintained and are always in their best working condition.
- II. This policy will also set the scheduled operation of the machines so as not to overuse and maintain their level of performance.

PROCEDURE:

- I. The laboratory machines are turned on at 5:00 AM and shut off at 11 PM. However, it can be turned on after the shut-off time in extreme emergency cases and again turned off as soon as the desired tests are



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- done.
- II. During the AM shift, the Medical Technologist on duty will have the machines check its accuracy by running the normal and pathologic control. The results obtained should agree with the value of the controls.
 - III. If the results obtained do not fall within the value of the controls, the Medical Technologist on duty will notify the Chief Medical Technologist to verify or re-check the obtained results. The Chief Medical Technologist will call the attention of the authorized service representative if he thinks the machines need to be calibrated.
 - IV. In cases where unavoidable instances occur during the operation of the machines and therefore caused the malfunction, the Medical Technologist on duty will refer to the prescribed manual of the machine. If to no avail, the Chief Medical Technologist will notify the authorized service representative.
 - V. The Head of this Section will have the service representative check the machines twice a month for preventive maintenance to ensure that the machines are always in their best condition.

CONTINGENCY PLAN IN CASE OF EQUIPMENT BREAKDOWN

I. INTRODUCTION

Machine is an essential element in the modern laboratory. Constant, consistent, and timely maintenance of laboratory equipment extends its lifespan and prevents any severe damage to the equipment. However, unexpected breakdowns are sometimes inevitable. Therefore, in cases such as these, the laboratory must ensure continuity of service and if this is not possible, assistance must be extended to the patient and the doctor to help them in the diagnostic services they may need.



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GENERAL GUIDELINES:

Breakdown Maintenance is a task performed to identify, isolate, and rectify a fault so that the out-of-order equipment, machine, or system can be restored to an operational condition.

1. All medical equipment in use should be free from any fault or defect and all repair work should be carried out to accepted standards by competent person(s).
2. Faulty or defective equipment shall not be used regardless of how minor is the Problem
3. The medical technologist of duty shall look into the prescribed equipment manual
4. Equipment breakdown must be reported in the first instance to the manufacturer/ supplier /agency hired for maintenance of the equipment as soon as possible.
5. The laboratory should:
 - Record details of the defect(s).
 - Attach label to the faulty equipment(s).
 - Contact Service engineer of manufacturer/supplier/hired agency by telephone number/fax/email supplied and keep a record of the same.
 - Ensure that information regarding breakdown is passed to all staff, including any shift changes and head of the institution.
6. If the continuity in the performance of laboratory tests is hampered due to the breakdown, the General Policy and Procedure on Request for Send-Out Examination ensues
7. All the breakdowns occurring in the department should be maintained on record and must include the following details: -
 - Reference ID as per inventory



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- Equipment Name
- Company/Make
- Serial No.
- Date of Installation
- Warranty period
- Breakdown of Date and Time
- Breakdown Details (Technical fault or other reasons)
- Date and Time of Rectification
- Total Time Taken(Rectification Time–Breakdown Time)
- Rectification Details with expenditure including cost (if any)
- Remarks with functional status

II. PLANFOREQUIPMENTMAINTAINED/REPAIREDBYSUPPLIER

A. MACHINEATMAINLABORATORY

1. For minimal defect/error, Medical Technologist (MT) staff on duty should perform troubleshooting.
2. For more complicated defects or when the minimal error cannot be resolved, refer to the Chief Medical Technologist.
3. If the error or defect is still not resolved if a backup unit is available, all samples shall be analyzed in the backup unit.
4. Patient or doctor should be informed that there will be a delay in the release of results.
5. The Medical Technologist on duty should contact the Company Engineer for guidance in trouble shooting. If the error is still not resolved, a visit from the Company Engineer should be requested. The Medical Technologist shall inform the Chief/Head Medical Technologist (CMT) and an official request shall be submitted to the Administration Office (AO).
6. All corrective measures undertaken must be recorded in the Correction Logbook for the said machine which is maintained by the Laboratory. The



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error or problem must also be recorded in the Maintenance Folder of the machine.

7. In case no backup machine is available, manual testing will be performed.
8. If performing the manual method is not feasible, assistance must be extended to patients who wish to send their specimen to an outside laboratory for analysis (MOA referral laboratory).

III. PLAN FOR EQUIPMENT MAINTAINED /REPAIRED BY HOSPITAL ACCREDITED COMPANY

A. ANALYZERS

1. In case of a machine break down, follow instructions from Section II-A numbers 1-4.
2. If the Medical Technologist staff cannot resolve the error the problem should be referred to the CMT. The CMT shall contact the Hospital Accredited Company to request a visit from the engineer.
3. An official request should be forwarded to the AO.
4. Follow the instructions indicated in Section II-A numbers 6-8.

B. ANCILLARY/SUPPORT EQUIPMENT

1. It is highly recommended that the Laboratory should have at least two or more units per ancillary or support equipment.
2. In case one unit breaks down, the remaining functioning unit shall take over the load of the equipment that broke down.
3. The Laboratory staffs who are the assigned safe keeper of the ancillary machine should be informed. He/she should notify the CMT. The CMT shall make an official request and submit this to the CAO.
4. The error or problem encountered must be indicated in the Maintenance Record of the machine.

IV. ADDITIONAL GUIDELINES



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- A. All staff should be properly trained before operating any laboratory equipment.
- B. Only the Medical Technologist and the CMT are allowed to perform troubleshooting that involves complicated problems or those that will require revision in the main program of any analyzer.
- C. All Laboratory equipment should undergo regular maintenance and calibration.
- D. Once a unit is nearing the end of its service life, the engineer handling the maintenance of the said machine should indicate the status of the equipment in his Service Report. The Service Company can also recommend the condemnation of the machine which will be endorsed by the Laboratory to the office of the Chief of Clinics and Hospital Administrator. The Laboratory can then recommend the purchase of a new unit. This is also applicable if the machine cannot be repaired because its parts are not available in the market because the model of the machine is already outdated.
- E. Essential information, including the contact numbers of authorized personnel responsible for maintenance and repair is indicated In the Maintenance Folder of each machine.
- F. In case of power failure, all machines must be properly shut down before turning it off. All Machines / Equipment should be attached to electrical outlets. If it will take some time for the electricity, the patient or doctor should be informed of the delay in the release of results.
- G. In case the power failure extends longer than expected, all specimens must be properly preserved until power is restored or until it can be supplied by the electricity. Proper coordination must be done with the patient or doctor.
- H. In case when the blackout covers the whole Metropolis and preservation of specimens is not feasible anymore, the Laboratory shall advise the patient, nursing service, and attending, physician, on the suitable time to recollect a new specimen. As much as possible, the Laboratory shall extend all efforts in finding other institutions or laboratories where the patients' samples can be sent for analysis.

