

PREVENTATIVE MAINTENANCE AND SERVICE CONTRACTS POLICY: BREAST SCREENING

(QUALITY MANAGEMENT – SG 070)

Summary of Changes

	NEW	Previous
BC Cancer	SG 080 merged with document	December 2017, June 1999

Last Revised:	11/JULY/2023	Next Review:	11/JULY/2026	
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1. Introduction

To ensure consistent image quality, BC Cancer Breast Screening centres shall pay for and maintain service contracts on the mammography equipment for tube and detector maintenance and for replacement, including workstations and Computer Aided Detection (CAD) software.

Therefore, BC Cancer Breast Screening centres are responsible for ensuring a service agreement is in place with the vendor

1.1. Purpose

The purpose of this document is to:

- Provide the guiding principles on preventative maintenance and service contracts for the imaging equipment used for screening mammography.
- Define and describe the responsibilities and accountabilities in working with [‘Third Party’](#) companies for equipment maintenance, service contract outcomes and expenses.

1.2. Scope

All BC Cancer Breast Screening Centres:

- Breast Screening Quality Assurance Support Group
- Chief Breast Screening Program Radiologists
- Chief Breast Screening Program Technologists
- Breast Screening Centre Managers

2. Policy

2.1. Insurance Coverage

To ensure appropriate insurance coverage, BC Cancer Breast Screening centre equipment maintenance and service (including tube replacement); will ordinarily be provided by the applicable vendor’s service staff.

A Vendor or [Third Party](#) will be chosen to provide service to the mammography equipment for tube and detector maintenance and replacement, including workstation and CAD.

2.2. Documentation

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Prior to using '[Third Party](#)' service, written documentation to the Screening Operations Director, must clearly state that either the vendor, 'third party' service company or screening centre management will take responsibility for any costs incurred due to service error or other service costs disputed by the vendor because service was performed by 'third party' service staff.

3. Responsibilities and Compliance

3.1. Responsibilities

Breast Screening Centre Managers:

Decide on Vendor or Third Party to provide service to the mammography equipment for tube and detector maintenance and replacement, including workstation and CAD.

Breast Screening Centre Management:

Ensures a service agreement is in place with the vendor or Third Party service.

Arranges payment and maintains coverage on the mammography equipment for tube and detector maintenance and replacement, including workstation and CAD; to ensure consistent image quality.

3.2. Compliance

If 'third party' service is used without the above mentioned documentation provided to the Screening Operations Director, the screening centre management will be responsible for any costs incurred due to service error or other service costs disputed by the vendor because 'third party' service staff performed the service.

4. Related Documents

BC Cancer Breast Screening Centres Service Agreements

[SG 090 X-Ray Tube or Detector Replacements and Repairs Procedure](#)

5. Definitions

Third Party: Constitutes service provided by personnel not on contract or employed by the equipment vendor.

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