

 DIAGNOSTIC SERVICES OF MANITOBA SERVICES DE DIAGNOSTIC DU MANITOBA	Unscheduled Equipment Downtime Checklist		Document # F100-10-26A
	Approved by: SMT	Effective Date: 23-Mar-10	Version # 01 Source Document: 100-10-26A, Communication & Escalation for Equipment Downtime

Unscheduled Equipment Downtime Checklist <input checked="" type="checkbox"/>		
1.	Attempted troubleshooting with manufacturers guidelines.	<input type="checkbox"/>
2.	Called manufacturer's service hotline.	<input type="checkbox"/>
3.	Referral plan implemented.	<input type="checkbox"/>
4.	Communicated incident to Manager.	<input type="checkbox"/>
5.	Sent memo to customers (ER, ICU, physicians, nursing dept., etc).	<input type="checkbox"/>
6.	Provided status update to Manager at end of day.	<input type="checkbox"/>
7.	Sent daily follow up communications to customers.	<input type="checkbox"/>
<i>If equipment is down > 48 hours or service is unsatisfactory...</i>		
8.	Communicated to Manager and Technical Director.	<input type="checkbox"/>
<i>If equipment is down > 72 hours or service remains unsatisfactory...</i>		
9.	Manager and/or Technical Director communicated to CMO or COO.	<input type="checkbox"/>
10.	Documented incident in equipment action log.	<input type="checkbox"/>
Charge or Senior Technologist		Signature