

MAINTENANCE ENGINEERS: CONTACTING - AFTER HOURS - CHW PROCEDURE[®]

DOCUMENT SUMMARY/KEY POINTS

- Normal Working Hours – 0700 to 1600 Monday to Friday
- Outside of these hours, contact the AHNM and follow the below procedure.

CHANGE SUMMARY

- Due for mandatory review.
- Action and contact numbers added
- Flow Chart changed

READ ACKNOWLEDGEMENT

- All staff should be aware of this document.

Approved by:	SCHN Policy Procedure and Guideline Committee	
Date Effective:	1 st November 2015	Review Period: 3 years
Team Leader:	Manager	Area/Dept: Engineering & Maintenance Dept

1 Aim

- To standardize the 'out of hours' procedure for calling a Maintenance Engineer in order to meet the service requirements of defective equipment or systems.

2 Normal Working Hours

- Normal Working Hours – 0700 to 1600 Monday to Friday

The following procedure is to be used:

- outside the above normal working hours
- during weekends
- during public holidays

3 Procedure

- The call is initiated by hospital staff to the After Hours Nurse Manager (AHNM).
- If the AHNM decides that the on-call Maintenance Engineer is to be contacted, the AHNM then contacts the hospital switchboard and requests that they contact the on-call Engineer. (Switchboard has a copy of the Engineers' on-call roster contact details.)
- **Switchboard rings the On Call Engineer firstly via their home or mobile phone number and advises them of the situation. If Switchboard is unable to contact the on-call Engineer by phone, then contact is to be made via pager. Switchboard should allow for up to 15 minutes response time in case the Engineer is not in the vicinity of a phone. Depending on the situation, if there is no response, then an alternative on-call Engineer is to be contacted by Switchboard.**
- The on-call Engineer then checks with the AHNM and together they to determine what action is to be taken.

4 Action

- If corrective maintenance is deemed necessary then the following list of contact personnel for specific works is to be considered. Contact the Contractor and advise the scope of works for the area of concern and direct them to come to site. Advise Security that the Contractor is coming to site and will contact them on arrival.

The On-call Engineer is to attend site for those works deemed necessary to follow up either by themselves or with the pre-arranged contractor to meet him on site.

Contractor	Description	Contact Number
Adtex	Nurse Call Systems	9554 3222 or 0424 192193
Endeavor Energy	Site power fail	1300 268557
Firecom Plumbing	Plumbing	0412 617323
High Energy Solutions	High Voltage	0417 454754
Otis	Lifts (Site Code 9238)	131856 (persons trapped) 1800 626847 (breakdown)
RCR Haden	Mechanical Services, Air Conditioning	After Hours 1300 850731 0400 430270 Terry 0409 365137 Trent
Record Automated Doors	Automatic Doors	9671 0000 or 1800 674408 (After Hours)
Ryan Wilks	Generator upgrade	0425 324535 Simon 0425 324094 Russell
Schindler Lifts	Lifts Medical Centre & Visitors Car Park (Site Code 2442683)	131874
Schneider Electric	BMS	1300 822000
Titanium	Electrical Services	1300 871871
TSF Engineering	Diesel Generators	0418 234617 Darrel
Peter Tondi	Boiler	
Joe Tizzone	A/Fire Safety Officer	0403 372987

- If on-call Engineer is called in, an “**After Hours Emergency Call Record**” form must be completed (by the Engineer) and forwarded to the Maintenance Operations Manager.
- Prior to leaving the site, the on-call Engineer should provide a maintenance brief to the AHNM in order for the next AHNM to be informed in case of a breakdown re-occurrence.

Please refer to Engineers On-Call after Normal Working Hours Flowchart (below)

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