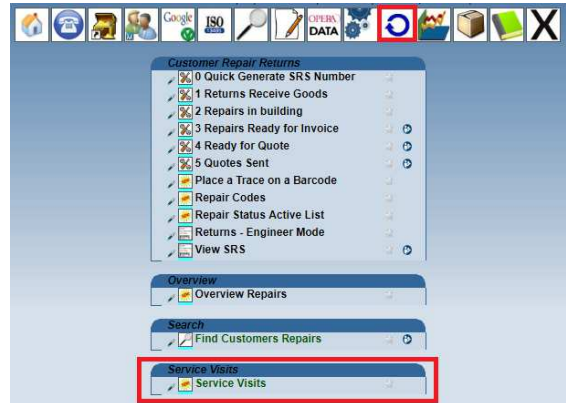


VM3COP20.27 – Annual, Off-Site Servicing for Resuscitation Cabinets

Related documents: VM3COP20.37 Generating a New Service Visit

From IntraStats, click on the 'Returns' icon and click 'Service Visits'.



As the key states, blue lines indicate a repeat visit; this is most often an annual visit but the, 'Recur Months' column indicates the frequency of the visit and the 'Due Date' column specifies the date this will be required.

Service Logs														
To Add new Servicing / Start by finding the Hospital / Company via IntraStats CRM Use the 'O' Delivery account														
Service reports from all visits														
Issues generated regarding the previous visit														
KEY Recurring Service Once Only Service														
The date we have arranged to visit														
The date the service is required														
How often the visit is repeated														
Opera account number														
Location of the visit														
Tracking ID	Service ID	Recur Months	Opera	Location	Description	Equipment List	Due Date	Scheduled Date	ORD's	Reports	Notes	Issue	Old Issues	Repeat Visit
62	14	12	00005210	Walsall Manor Hospital NHS Trust	Tom Thumb Conversions and Upgrade	4 Items	26/09/17	---						
48	29	12	00000780	Burnley General Hospital	Resus Cabinets and Blenders	28 Items	05/10/17	---						
47	27	12	00000550	Royal Blackburn Hospital	Resus cabinet and blender annual service	16 Items	05/10/17	---						
55	9	12	00004260	Royal Preston Hospital	Resus cabinets, Delivery Suite	59 Items	01/03/18	---						
58	23	12	00003580	North Manchester General Hosp	Resus cabinet and blender annual service	20 Items	02/05/18	---						
61	42	12	00005363	Royal Albert Edward Infirmary	Resus Cabinets Delivery Suite	8 Items	09/07/18	---						
60	12	12	00004990	Sunderland Royal Hospital	Delivery Suite and Neonatal Unit	49 Items	02/08/18	---						
13	13	0	00001350	County Durham & Darlington Hospital	maternity tom thumbs	10 Items	18/04/13	---						
28	28	0	00000591	Royal Bolton Hospital	Resus cabinet upgrade to include blender	32 Items	17/05/13	---						
25	18	0	00002370	Westmorland General Hospital	Resus cabinet upgrade to include blender	1 Items	19/06/14	---						
43	43	0	00001985	Diana Princess of Wales Hospital	Resus Upgrade with air oxygen blenders	40 Items	01/08/16	---						

A brief outline of the products requiring service

A complete list of the products requiring service

Viamed's order number

Notes regarding current visit

Issue regarding the current service visit

Mark as a repeated service visit

This screen displays a lot of required information for the service visit to be completed. However, the notes section is used most during an active service visit.

Click on the, 'Notes' icon and familiarise yourself with the sticky notes and the notes from the previous year's visit. The sticky notes should advise you of how many rooms and which rooms/departments need attention.

The UK Sales Manager sends the customer a quote well in advance of the due date; the customer then sends a purchase order to cover the quotation.

When the purchase order is received, retrieve the quotation from the quotation folder located in the office, compare it to the quotation sent and ensure the value and descriptions are correct. Check if the purchase order has an expiry date, if so, liase with the UK Sales Manager to ensure the service is completed before the expiry date. Save a PDF copy of the purchase order in U Drive>Current Year>Servicing Current Year>Hospital Name. E.g. U:\2017\Servicing 2017\Sunderland Royal\Purchase order.pdf. If there are any discrepancies, consult the UK Sales Manager before proceeding.

If all is well, turn the quotation into an order; consult VM3COP20.30 if you are unsure on how to do this. Ensure the purchase order number and due date are correct on Viamed's order paperwork. Consult with the UK Sales Manager to confirm the current contact in the EBME department and the department where the Infant Resuscitation Cabinets are located, add these to the 'Comments' field in Opera when processing the order. Have the order checked as per normal procedure.

Liase with the UK Sales Manager and the Service Engineer to confirm the intended dates of the service and how many days in total the engineer will need to visit the hospital.

Liase with the UK Sales Manager and ensure that all the equipment and parts needed are in stock and add Warehouse Requests where needed. Be sure to state the required date on the Warehouse Request.

To add a Warehouse Request, from IntraStats, click on the 'Lookup' tab and click on the 'Stock Details/Quantities' field. Enter the part number required and press the 'Enter' key.

When the page opens, click on the, 'X' icon then click on the 'Request Warehouse' icon.

Using opera
Search: 0330194
Description: opera

Options: [Icons] [X] [M]

Stock Reference: 0330194
Opera Description: Replacement Gauge Face.
Search: TOM THUMB FOR NEW VERSION
Gtin/Ean: 5051826027500
UK End User: £5.85
Superseded By:

Most of the fields will have been filled but you need to enter a quantity and any notes, including the ORD number and due date, in to the large notes field at the bottom.

Warehouse Request

Request / Opera no.: 0330194
Description: Replacement Gauge Face.
UserName: Katie Evans
Quantity: 3
Urgent: ☐
Not Urgent just with next supplier order: ☐
Supplier Name: GNW - Gauges North West Ins
Supplier P/N: 74656-RP
Issued to Worksheet (if applicable) or ORDER number / Proforma Number Or Notes as to reason for request: For onsite servicing at Sunderland Royal, ORD12345
From: Purchase Order Request
Add

When suggested dates have been decided and the parts/equipment are in stock, call the contact in EBME and check whether the engineer needs to sign in with them each day before commencing work.

Call the contact in the department where the Infant Resuscitation Cabinets are located to confirm that the suggested dates are suitable. If the dates are not suitable, liase with all parties to renegotiate the dates.

Hotels

When the dates have been confirmed, check if hotels need booking for the Service Engineer. To do this, navigate to the 'Service Visits' page, locate the relevant service visit from the list and click on the Notes' icon.

Service Logs

To Add new Servicing / Start by finding the Hospital / Company via Intrastats CRM
Use the 'O' Delivery account

KEY
Recurring Service
Once Only Service

Tracking ID	Service ID	Recur Months	Opera	Location	Description	Equipment List	Due Date	Scheduled Date	ORD's	Reports	Notes	Issue	Old Issues	Repeat Visit
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13	13	0	00001350	County Durham & Darlington Hospital	maternity tom thumbs	10 Items	18/04/13	---						
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25	18	0	00002370	Westmorland General Hospital	Resus cabinet upgrade to include blender	1 Items	19/06/14	---						
43	43	0	00001995	Diana Princess of Wales Hospital	Resus Upgrade with air oxygen blenders	40 Items	01/08/16	---						

Scroll down the page to the, 'History' section, read the notes in the 'Hotel' column to ascertain whether a hotel stay is required.

<div> <div>Service Engineer has completed the Visit</div> <div> <div>Scan Parts</div> <div>Will flag Yellow in the Active List</div> </div> </div>						
History						
Previous Visit ID	Engineer (Last Signed)	Time Booked	Location	Hotel	Engineer	Completion
46	Not Signed					
33	02 Aug 2017	DL and PC going 12:07:2017 LH and PC going 15:07:2017 Service completed 15:07:17 Service reports sent, confirmed received by David Ferguson. Awaiting approved FO. Received PC, KE, G205/1 then ready to invoice	22x TT480 on Delivery Suite Up to 25x TT480 on Neonatal Unit, (2017 - 1 x TT located on Paediatric A&E) On the day prior to the intended visit please call the Sister-in-Charge on the respective units to ensure that we are OK to visit. Also call David Ferguson in the Estates Department to advise we are visiting. Engineers must sign in at Estates prior to commencing work and obtain a Photo ID that they will generate. Please take some photo ID, such as drivers licence, to verify identity.	2017 services - engineer not staying over, being accomplished by 3 day visits with 2 engineers.		
26	31 Aug 2016	CHD81116 - PC 4791506067 spoke to the sister in charge on the Delivery Suite - Susan Belling and she is aware and happy for Phil to go. Neonatal are also aware that Phil will be going Monday afternoon/Tuesday	22x TT480 on Delivery Suite Up to 25x TT480 on Neonatal Unit. - Note: S6000 & S6000 and W6000 were not located on this visit (April 14th)	Booked Phil into Montebay Guest House. Contact Neil Alston, telephone No. 0191 558111. Booked for 10th, 11th and 12th July for £85.00 per night. Phil to pay when there. Please call Neil Alston to let her know what time he will be arriving.		Advised Thando Ngunya that the garage 035021 is needed adding to the order and asked whether he needed to send in another purchase order. He said that we can add it at our end and once they receive the invoice it will get paid 15/07/16 SW
24	23 Mar 2015	Week commencing 20th January booked as Bede Guest House from Monday 20th Jan for three nights. Had to cancel above dates as per Phil. Will re-organise once Phil is feeling better. Booked from Monday 9th Feb to Wednesday 10th Feb. Enlisted David Ferguson to go for him		Booked in Bede Guest House from Monday 20th January to three nights. Contact name of Sister-in-Charge on the respective units to ensure that we have to cancel these dates but will re-book shortly, no cancellations fees applied. I have booked a different accommodation - Montebay Guest House - Contact in Alston 0191 5580811 at 0745014455	Need to call Neil Alston to let her know what time he will be arriving.	Managed to complete all work. Have offered customer a date of service exchange to send the remaining units that could not be found or serviced at the time.

Where a hotel stay is required, contact the suggested/previously used hotels and arrange a booking. A card payment is usually required; speak with the accounts department to obtain the required details.

Any quotation from the B&B/hotel, their address, contact person and telephone number need to be added to the service logs. This is found in the 'Notes' section under 'Hotel Notes', previous notes will also be displayed. The 'Dates Booked' section needs to be filled with the dates of the intended service visit.

Service Visit ID: 12 Tracking ID 60

Section

Location / Sticky Notes

22x TT480 on Delivery Suite Up to 25x TT480 on Neonatal Unit. (2017 - 1 x TT located on Paediatric A&E)

On the day prior to the

Hotel Notes

Previous Notes : 2017 services - engineer not staying over, being accomplished by 2-3 day visits with 2 engineers.

Dates Booked

Engineer notes

Previous Notes :

The Visit

For visits that do not require a hotel stay, every morning before the Service Engineer leaves, the relevant department needs to be called to confirm that there are at least two rooms free. If less than two rooms are free, advise them that we will try again on the next working day, as it will not be economical for the hospital due to fuel costs. If at least two rooms are free, advise the Service Engineer that they are welcome to attend.

The Service Engineer will confirm which rooms have been completed after each day onsite. When you call the next day, you need to ensure that at least two of the rooms that have not yet been serviced are free for the engineer to visit.

Completion of the Service Visit

When all rooms have been serviced, the service engineer will return and upload the service reports in to U drive. They will scan the parts used and tick the box to confirm they have done this, they will also tick the, 'Service Engineer has completed the Visit' box.

Service Engineer has completed the Visit ☐ Scan Parts ☐

Scan Parts ☐

Service Engineer has scanned all relevant parts ☐

Service Reports Sent ☐

Primary Contact Sent Reports ☐

Service Reports Confirmed Received ☐

Invoice can now be generated/sent ☐

Service Visit is fully complete ☐

Will flag Yellow in the Active List ☐

The Service Reports can then be sent to the relevant person. To locate the Service reports, navigate to U Drive>Current Year>Servicing Current Year>Hospital Name>Service Sheets. E.g. U:\2017\Servicing 2017\Sunderland Royal\ Tom Thumb Service Sheets 20170720.zip Use the .zip file wherever possible as there is often a large amount of files contained within which cannot be attached to a single email.

Consult with the UK Sales Manager to check if there is anything further to add before you email the contact in the EBME department and send the .zip file. When emailing them, ask them to confirm that they have received the attached reports.

When the email has been sent, tick the 'Service Reports Sent' box and use the drop down menu on the 'Primary Contact Sent Reports' line to select the person you have emailed. Tick the 'Invoice can now be generated/sent' box and click 'Update'

Service Engineer has completed the Visit ☐ Scan Parts ☐

Scan Parts ☐

Service Engineer has scanned all relevant parts ☐

Service Reports Sent ☐

Primary Contact Sent Reports ☐

Service Reports Confirmed Received ☐

Invoice can now be generated/sent ☐

Service Visit is fully complete ☐

Will flag Yellow in the Active List ☐

Update

When the contact replies to confirm that they have received the reports, PDF the email and save in U Drive. E.g. to U:\2017\Servicing 2017\Sunderland Royal\ Email Confirmation - David Ferguson - Tom Thumb Service Reports.pdf

Thank the contact and return to the 'Notes' screen. Tick the 'Service Reports Confirmed Received' box and the 'Service Visit is fully complete' box then click 'Update'. This will then reset and the due date will display the same date next year.

Service Engineer has completed the Visit ☐ Scan Parts ☐

Scan Parts ☐

Service Engineer has scanned all relevant parts ☐

Service Reports Sent ☐

Primary Contact Sent Reports ☐

Service Reports Confirmed Received ☐

Invoice can now be generated/sent ☐

Service Visit is fully complete ☐

Will flag Yellow in the Active List ☐

Update