



HEALTH HOLDING

HAFER ALBATIN HEALTH
CLUSTER
MATERNITY AND
CHILDREN HOSPITAL

Department:	Biomedical Department		
Document:	Departmental Policy and Procedure		
Title:	Medical Equipment Repair through Subcontracts or Agent		
Applies To:	All Biomedical Staff		
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1. PURPOSE:

- 1.1 To assume optimum maintenance by the manufacturer based on the terms and conditions of the purchasing agreement and to anticipate future maintenance needs with optimum performance quality, at the lowest possible cost.

2. DEFINITIONS:

- 2.1 **Biomedical Chief** – communicates closely with the site manager, engineers, technicians, and computer operator for any major decision needs to be done such as condemnation of old machine, purchasing or replacement of new medical equipment.

3. POLICY:

- 3.1 At time of cm, receive Service Calls from end user. The responsible person (engineer or technician) will visit the department to solve the problem. Then he will close the Job number.
- 3.2 Medical equipment are divided into 3 classes. Class A, Class B and Class C
 - 3.2.1 Class A and Class B – machines which have a contract with the supplier or under the warranty period. Repair should be done by the supplier of the machine.
 - 3.2.2 Class C – machines which do not have a contract with the supplier or the warranty period has already expired. Repair should be done by the biomedical staff.

4. PROCEDURE:

- 4.1 Class A and Class B – Repair should be done by the supplier of the machine. The biomedical staff will do the following:
 - 4.1.1 Check the problem.
 - 4.1.2 If the problem is minor and do not need the assistance of the supplier then staff will just fix the problem.
 - 4.1.3 If the problem is major and need the assistance of the supplier then the staff will get the necessary information of the machine from the database. This information will be used by the staff to prepare the service request letter address to the supplier by fax.
 - 4.1.4 The Service engineer will then come to check and fix the problem.
 - 4.1.5 The service report should be signed by the biomedical supervisor, user and site manager.
 - 4.1.6 The service engineer should provide a copy of the report.
 - 4.1.7 The report will enter into the database by the computer operator.
- 4.2 Class C – Repair should be done by the biomedical staff. The biomedical staff will do the following:
 - 4.2.1 After receiving the service call, the staff will go to the department.
 - 4.2.2 Check and fix the problem.
 - 4.2.3 If additional spare part is required and not available in the store then the staff will make a request.

- 4.2.4 The staff will get all the necessary information of the machine from the database. He will also get the part number of the spare parts required.
- 4.2.5 The staff will use this information and send a request for spare parts request.
- 4.2.6 The machine will be fixed as soon as the required parts delivered.
- 4.2.7 The report should be sign by the user, site manager and biomedical supervisor.
- 4.3 Explanation:
 - 4.3.1 If there is a need to check the equipment, a Biomedical Engineer/ Technician will screen the problem.
 - 4.3.1.1 The problem will be rectified only if it is related to the external environment or missing accessories.
 - 4.3.1.2 Facsimiles and e-mails should be used when possible to speed requests.
 - 4.3.1.3 The service report will include information on the equipment, symptoms, problems found (i.e. defective components), parts replaced, time spent, reason for failure and any other related technical information.
 - 4.3.1.4 It is important that this information is transferred to the database in order to maintain accurate service history records for that equipment.
 - 4.3.1.5 At the end of the warranty the equipment automatically goes to the responsibility of the contractor to make subcontract with the Sole Agent / Specialist Company for the future maintenance.
 - 4.3.2 In case of absence of agent and difficult to procure the required parts, contact the manufacturer through mail (electronic /post) to enquire about their agent or representative in Kingdom of Saudi Arabia or take help of chamber of commerce of Saudi Arabia. If no response from them then it is to be condemn as no hope case and report to purchasing department so that not to purchase any item of this particular manufacture.

5. MATERIALS AND EQUIPMENT:

N/A

6. RESPONSIBILITIES:

- 6.1 All Biomedical Staff

7. APPENDICES:

N/A

8. REFERENCES

- 8.1 Total Safety Quality Center for Training and Consultancy (TSQCTC)
- 8.2 Kingdom of Saudi Arabia, Ministry of Health, Bisha General Hospital

9. APPROVALS:

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