

**HANDLING EQUIPMENT MALFUNCTION
DURING AFTERHOUR PROCEDURES**

Policy:

Provide therapist staff with guidelines on proper procedures for handling equipment malfunction while performing after hour clinical procedures. The following equipment; Linear Accelerator, IMPAC and IView must work properly for delivering after hour treatments. The procedures for contacting the appropriate vendor for service are provided along with department specific outlines. Also refer to the Clinical Operators Manual provided by Elekta for immediate assistance.

Procedures:

1. Linac-Elekta 1-(888)-242-7171 Site #130867/002
Dan Lamott-service cell-1-(903)-343-3143

We have full service contract which covers night and weekend. If you have a patient that the physician feels emergency treatment is needed, contact Elekta for immediate service. You can call Dan first, but if you are unable to contact Dan, call the 888-customer service number. We have a 30-minute by phone response time and a 4-hour on premises response time for service. If Elekta's service engineer is unable to get machine operational by the end of day, patients can be referred outside for emergency treatments. If this occurs, the physician on call will contact local facility and speak with physician to make referral. Therapist on call will need to contact our Hospital Administration (administrator on call) to get permission to send patient out to local facility. Therapist will also be responsible for obtaining necessary CT or MRI films to be sent with the patient, contacting the floor giving information on referral, taking films to floor nurses, scheduling patient or giving a contact name to the nursing staff so they can contact the treating facility to get time for patient to be treated. If you schedule the patient, contact the nurses with the appointment time, facility, and physician to receive patient. Nurses on the floor will be responsible for transporting patient to outside facility and sending medical records. If you need assistance, call Delaine.

2. IMPAC- Computer Services-55425 or 55411

If you are called and cannot access IMPAC, call the above numbers and speak with them regarding equipment errors. Let them know that the IMPAC server is maintained by computer service and that the server may need to be re-booted. It is the responsibility of computer service to re-boot the server if needed. If the person taking the call cannot fix the problem, computer services have techs on call that

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can re-boot the system. If the tech on call does not know about the server, have them contact Charlotte, Malcolm, or Jason. If you need assistance, call Delaine.

If computer services cannot eliminate the problem, we also have a contract with IMPAC. Call 1-800-488-4672.

3. Manager – Delaine Walker -Please feel free to call me at any time.

Home-797-1226

Cell-469-9279

Beeper-675-7007 #1516

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