



DR. PABLO O. TORRE  
MEMORIAL HOSPITAL

# RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> Ancillary Division		<b>POLICY NUMBER:</b> DPOTMH-MPP-DIS-P005-(01)	
<b>TITLE/DESCRIPTION:</b> <b>MANAGING EQUIPMENT BREAKDOWN IN THE DEPARTMENT OF IMAGING SCIENCES</b>			
<b>EFFECTIVE DATE:</b> February 28, 2025	<b>REVISION DUE:</b> February 27, 2028	<b>REPLACES NUMBER:</b> DPOTMH-E-63-P05	<b>NO. OF PAGES:</b> 1 of 7
<b>APPLIES TO:</b> Department of Imaging Sciences, Biomedical Engineering Section		<b>POLICY TYPE:</b> Multi Disciplinary	

## PURPOSE:

To provide instructions to employees for calling in and reporting equipment failure or repairs that are needed.

## DEFINITIONS:

**Medical imaging-** refers to several different technologies that are used to view the human body to diagnose, monitor, or treat medical conditions

## RESPONSIBILITY:

Department of Imaging Sciences Manager, Radiologic Section Head, Radiologist, Radiologic/X-ray Technologist, Biomedical Engineers/Technician

## POLICY:

1. All medical imaging equipment shall require a great deal of accuracy and precision. It shall be used under strict operator and manufacturer's guidelines and in compliance with Department of Health (DOH) and Food and Drug Administration (FDA) regulations.
2. All equipment failure shall be reported immediately to the Radiologic Section Head or Department Head with an accomplished Incident Report describing what transpired. The IR is then forwarded to the Biomedical Engineering Section of the Engineering and Maintenance Department. Proper documentation of all occurrences and events (sentinel, near misses or adverse event) shall be observed.
3. Only highly skilled and competent engineers/ technicians shall be authorized to carry out major repairs on a variety of complex equipment in imaging sciences and preferably have undergone training at the manufacturer's training center.
4. The department shall have an up-to-date manual for operating diagnostic imaging equipment that includes the manufacturer's instructions and applicable safety regulations. The manual includes information from the manufacturer regarding any special safety precautions.
5. A service report shall be accomplished after check-up or repair of the specific machine, signed by the Biomedical Engineering Section and accepted by the Radiologic Head.
6. The department shall provide an equipment log in which to record maintenance and downtime

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and to identify and address problems.

7. The hospital shall establish partnerships with institutions that will provide coordinated diagnostic imaging services in cases of equipment breakdown. Patients who were affected by the breakdown shall be referred only to those institutions where the DPOTMH has an existing Memorandum of Agreement.
8. The department shall conduct simulation exercises as part of their preparation in cases of actual equipment breakdown.
9. Always ensure the safety of the patients if a breakdown/ malfunction occurs during a procedure.





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## PROCEDURE (SOP):

1. Radiologic Technologist evaluates situation and checks the imaging equipment.
2. Radiologic Technologist informs the patient/watcher of the situation. Ensure patient's safety and give assurance that everything is under control.
3. Radiologic Technologist locates the manual for operating the imaging equipment that includes the manufacturer's instructions and applicable safety regulations.
4. Radiologic Technologist performs the basic troubleshooting recommended for the situation.
5. If the basic troubleshooting did not work, call the Biomedical Engineering Section and give the details of the situation. The Biomedical Engineering Section's hours of operation are as follows:  
*Mondays to Fridays- 7:00 A.M- 6:00 P.M.*  
*Saturday and Sunday- 8:00 A.M.- 4:00 P.M.*  
*(\*\*\*Requests/ calls made after the hours of operation will be responded according to the severity of the situation. Service affecting issues shall be prioritized)*
6. Report the equipment failure/ malfunction to the Radiologic Section Head or Department Head with an accomplished Incident Report.
7. Only highly skilled and competent engineers/ technicians is authorized to carry out major repairs on a variety of complex equipment in imaging sciences and preferably have undergone training at the manufacturer's training center.
8. For acute and critical cases, consult the Radiologic Head or DIS Manager if:
  - 8.1 patients will be referred to other institution or
  - 8.2 reschedule patients and offer apologies.
9. The Biomedical Engineer or technician creates a service report to be accomplished after check-up or repair of the equipment.
10. Document all occurrences, events, downtime and resolution.





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## WORK INSTRUCTION:

KEY TASKS	PERSON RESPONSIBLE
1. Evaluates situation and checks the imaging equipment.	Radiologic Technologist
2. Informs the patient/watcher of the situation. Ensure patient's safety and give assurance that everything is under control.	
3. Locates the manual for operating the imaging equipment that includes the manufacturer's instructions and applicable safety regulations.	
4. Performs the basic troubleshooting recommended for the situation.	
5. Reports the equipment failure/ malfunction to the Radiologic Section Head or Department Head with an accomplished Incident Report and forward to the Biomed Section.	
6. Documents all occurrences, events, downtime and resolution.	
7. Forwards to the Biomedical Engineer/technician to carry out major repairs.	
8. Creates a service report to be accomplished after check-up or repair of the equipment.	Biomedical Engineer or Technician





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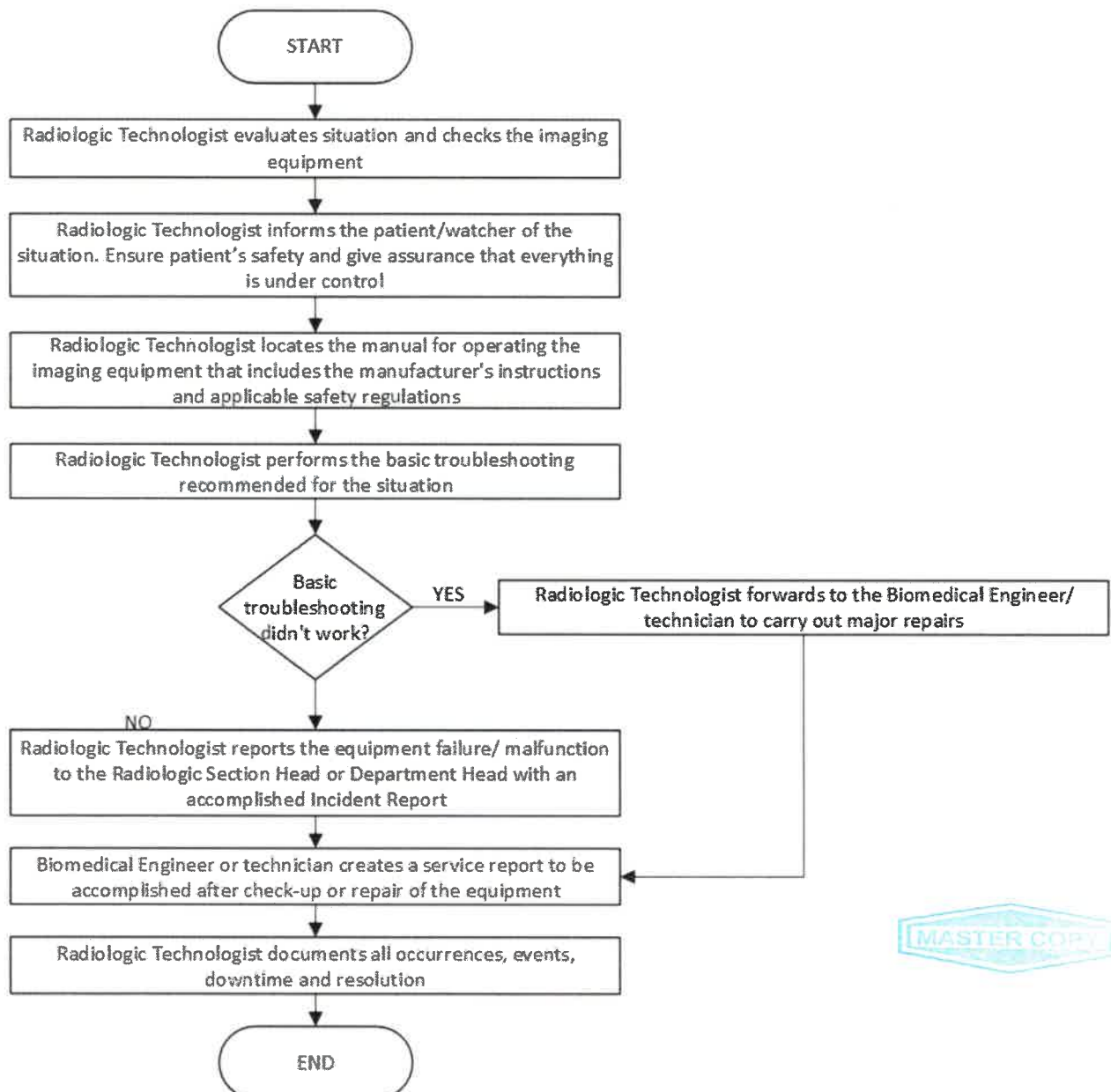
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## WORK FLOW:



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<b>FORMS:</b> N/A
<b>EQUIPMENT:</b> N/A
<b>REFERENCES:</b> ACI Qmentum International Standards for Diagnostic Imaging; for surveys starting after April 01, 2016







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