

## FACILITIES FURNITURE SERVICE PROCEDURE

In order to provide efficient service, the process of notification, proper identification, pick up, repair/ replacement and proper return will be tasks shared by various departments. Each participant in the process must do their part in order to provide the best possible service.

### **Definitions:**

- Portable patient room furniture consists of bedside tables, overbed tables, guest chairs, recliners, folding chairs, patient lounge furniture and hide-a-bed (Children's and Women's Hospitals only).
- Office furniture consists of desks, worksurfaces, overhead bins, shelving, file cabinets, partitions, misc. office furniture, desk seating, conference tables and conference chairs.

### **Process for Repair/Replacement of Patient Room Furniture:**

Upon detection that a piece of furniture is broken, the staff member or designee (clerk, unit host, etc.) is to call Facilities Services Call Center at 6-5054 or create a [Support Services Link](#) request. Print and place a copy of the Support Services Request on the furniture item. The request must indicate the type of broken furniture, the location (building/room number) and a contact name and phone number. The Call Center staff will take the phone call or Support Services Link request and create a Maximo work order. The Call Center staff will add the Maximo # to the SSL request or a copy of the work order will be emailed to the requestor. **The requestor should place the work order number on the printed request for tracking purposes!**

The maintenance foremen review new work requests on a regular basis. They will approve and assign this work order to one of their staff. The maintenance staff will respond within 24 hours of the request, locate the furniture and assess its status. The maintenance person will repair the furniture onsite if possible. If onsite repair is not possible, they will remove the furniture to the Maintenance shop for service. Maintenance staff will notify the clerk that the furniture is being removed. **A replacement will be provided for the repaired item.**

Once in the repair shop, a repair feasibility assessment will be made. If the furniture can be safely repaired, the repair will be completed and returned to stock for later use. Some furniture may be under warranty, so no cost will be assessed to the requestor. If the furniture cannot be safely repaired, the piece will be discarded. Issues of reupholstery can be addressed to the Campus Upholstery Shop at 6-3928. Maintenance will keep a record of those discarded items to insure that appropriate stock is maintained.

If a unit believes they have too much furniture in a patient room for efficient operations, contact the Unit Host on your floor to arrange for pick up. Transportation and storage costs will be the responsibility of the department. **Do not send patient room furniture to Property Disposition.**

In the interest of maintaining a professional environment for our patients, inpatient furniture should not be written on or labeled with marking pens. The item being repaired may not be returned to the unit of origin.

If the furniture is an office item, the department will be notified in the event the piece cannot be repaired or does not fall under warranty. Departments can reorder furniture at their own cost through NBS ([sturnbull@yourNBS.com](mailto:sturnbull@yourNBS.com)) for Steelcase products. For the Cardiovascular Center and Herman Miller products, contact Kevin Gross ([kevin.gross@marxmoda.com](mailto:kevin.gross@marxmoda.com) or 734-660-0067).