



The
Accreditation
Advantage™

EQUIPMENT SERVICE TECHNICIAN

REPORTS TO:
Equipment Manager

Date Effective: _____

SUPERVISES:
non-applicable

Date Reviewed/Revised: _____

SUMMARY OF JOB RESONSIBILITIES

Responsible for receiving, processing, cleaning, disinfecting, checking, repairing and calibrating equipment as needed per manufacturer's guidelines. Maintain the required documentation regarding equipment purchase, rental, routine and preventive maintenance. Perform equipment operational checks between patient use according to manufacturer's guidelines and Org Name's policies and procedures. Ensure that an adequate supply of each type of equipment offered is available for rent or purchase to Org Name's patients and customers. General cleanliness and organization of the equipment storage and processing areas is maintained by this position as well.

JOB DUTIES AND RESPONSIBILITIES

- Maintains the confidentiality of patients/customers and their personal information at all times
- Receives and processes equipment into and out of inventory
- Cleans, disinfects, performs routine and operational checks and calibration on rental equipment according to manufacturer's guidelines and Org Name's policies and procedures
- Repairs various types and specific pieces of equipment per the manufacturer's guidelines and recommendations and completed training
- Maintains documentation related to the purchase, rental and maintenance of equipment
- Maintains inventory levels appropriate to meet the demand of Org Name's patients and customers related to number and types of equipment and parts needed for repairs
- Tracks the performance status and due dates for preventive maintenance for various types and specific pieces of equipment
- Schedules and performs the required preventive maintenance
- Implements any and all actions required as a result of an equipment recall per the Safe Medical Devices Act of 1990

COMPETENCY

HR-06

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POLICY

Org Name will develop a competence assessment program to ensure that all employees are determined to be competent in their job duties prior to working unsupervised. The competency and proficiency of direct care personnel will be periodically evaluated or re-evaluated, at least annually. This evaluation may take the form of a formal performance evaluation or an informal review and observation. All competence assessment and performance evaluations will be documented in the employee's personnel file.

PROCEDURE

- A. Org Name will ensure that an adequate number of qualified personnel will be available to provide quality pharmaceutical and equipment services.
1. The knowledge and skills of personnel involved in providing pharmaceutical services directly or indirectly to patients will be kept current through continuing education, inservices, seminars and on-the-job training.
 2. Documentation of the verification of licensure, credentials, registration, certification, education and training as it relates to specific job functions will be maintained in the individual personnel files.
 3. Documentation of education and training in the form of inservices may also be maintained in an inservice education notebook.
 4. Evidence of current licensure for pharmacy personnel will be maintained in the individual personnel files and/or in a designated place in the pharmacy; i.e., license displayed in a visible location in the pharmacy, as required by law and regulation.
 5. Professional personnel shall be licensed, certified or registered and function within their scope of practice as required by the state standard under which the professional is licensed.
 6. Resumes will be maintained as appropriate in personnel files.
- B. Specific competencies for each job position may be evaluated periodically.

PERFORMANCE EVALUATION

CUSTOMER SERVICE REPRESENTATIVE

Employee _____ Date _____

Evaluated by _____ Title _____

- Key:
- 1=Unacceptable performance
 - 2=Needs Improvement
 - 3=Satisfactory performance
 - 4=Exceeds performance requirements
 - 5=Exceptional performance

OBJECTIVES:

1. Meets and exhibits Org Name’s core values in daily performance and behavior

Example: Respectful, honest, responsible, meets customer’s needs and expectations.

Evaluator’s comments:

Score:

2. Initiative

Example: Does not wait to begin tasks that need to be done, asks for direction when needed, works independently with little supervision. Obtains necessary information to complete job duties. Seeks out opportunities to learn more about the job position and how to meet the expectations assigned. Seeks out continuing education opportunities that will further his/her job growth. Takes the initiative when dealing with an unexpected event or situation and does not wait to respond appropriately.

Evaluator’s comments:

Score:
