

**System Failure
Basic Staff Response**
(See Department Policies for Additional Details)

Failure of:	Who to Contact:	Responsibility of User:
Computer Systems	Information Technology Help Desk (419-383-2400)	Proceed with departmental system downtime procedures.
Electrical Power Failure – Emergency Generators Work	Engineers (419-383-4298) 24/7 Work Control 7:30 a.m.– 4:30 p.m. (419-383-5353)	Ensure life support systems are on emergency power red outlets. Reset ventilators.
Electrical Power Total Failure	Engineers (419-383-4298) 24/7 Work Control 7:30 a.m.– 4:30 p.m. (419-383-5353)	Utilize flashlights, hand ventilate patients, take action to provide continuity of care.
Elevators Out of Service	Engineers (419-383-4298) 24/7 Work Control 7:30 a.m.– 4:30 p.m. (419-383-5353)	Keep contact with any one trapped in elevator and let them know help is on the way.
Fire Alarm System	Engineers (419-383-4298) 24/7 HSC Security (419-383-2600) 24/7	With no fire alarm or sprinkler system, institute a fire watch and use phones to keep in contact.
Medical Gases	Engineers (419-383-4298) 24/7 Work Control 7:30 a.m. – 4:30 p.m. (419-383-5353) Respiratory Supervisor (419-218-4573)	Hand ventilate patients, transfer patients if necessary, use portable O ₂ and other gases.
Medical Vacuum	Engineers (419-383-4298) 24/7 Work Control 7:30 a.m.– 4:30 p.m. (419-383-5353)	Call Central Distribution for portable vacuum (419-383-3884)
Nurse Call System	Engineers (419-383-4298) 24/7 Work Control 7:30 a.m.– 4:30 p.m. (419-383-5353)	Use patient telephone if available, move patients as needed. Handbells available from Central Distribution (419-383-3884).
Patient Care Equipment	Biomedical Eng. Mon-Fri 8:00 a.m. – 4:00 p.m. (419-383-4899) After hours – dial 0 and ask operator for on-call tech	Remove from service and tag defective equipment, in accordance with Safe Medical Devices Act.
Steam Failure	Engineers (419-383-4298) 24/7 Work Control 7:30 a.m.– 4:30 p.m. (419-383-5353)	Conserve sterile materials and all linens. Prepare cold meals, provide extra blankets.
Telephones	Telecommunications (419-383-6012) HSC Security (419-383-2600) 24/7	Use pay phones and emergency phones, radios available in University Police.
Water	Engineers (419-383-4298) 24/7 Work Control 7:30 a.m.– 4:30 p.m. (419-383-5353)	Institute fire watch, conserve water, use bottled water for drinking, turn off water in sinks.
Ventilation	Engineers (419-383-4298) 24/7 Work Control 7:30 a.m.– 4:30 p.m. (419-383-5353)	Open windows, obtain blankets and fans if needed. Restrict use of odorous/hazardous materials.