GENERAL POLICY AND PROCEDURE FOR THE USE OF WORK ORDERS, STANDING WORK ORDERS AND REQUESTS FOR ESTIMATES

Purpose: To provide for timely response to call-in requests, scheduling opportunity for new work and provision for estimates when requested to insure documentation of all work performed within the facility.

Policy: There are four types of requests that staff may use to solicit services from Medical Center Plant Services:

1. Repairs to Existing Facilities (Trouble Calls): Repairs to existing facilities can be called into Plant Services at Ext. 2-2041 and charged to work orders that have been establish for this purpose (sometimes referred to as standing work orders). These repairs include, but are not limited to, emergency repair and routine repair requirements of existing fixtures, equipment and furnishings.

As a general rule, Trouble calls are handled according to the following priority scheme:

- Priority 1 – Immediate Threat to Health/Safety
- Priority 2 – Direct Impact on Patient Care
- Priority 3 – Indirect Impact on Patient Care
- Priority 4 – No patient care impact
- Priority 5 – Routine repairs

2. Requests for New Services: Requests for new services or additional furnishings to include space modifications must be submitted on a separate work order so that they can be scheduled. These requests may be submitted electronically through the Plant Services web site at:

https://plantservices.vanderbilt.edu/

3. Preventive Maintenance Requests: Request for routine maintenance of departmental equipment must be set up in advance so that the proper maintenance and funding information can be communication to Plant Services prior to any work being performed.
4. **Requests for Work Estimates:** Requests for estimates may be submitted in memo form to Plant Services, B-0312 MCN. They may also be requested electronically through the Plant Services website at:

[https://plantservices.vanderbilt.edu/](https://plantservices.vanderbilt.edu/)

After receiving your request, an appropriate shop person will review the work and respond to the requestor. The job change order form should be completed before initiating changes on jobs for which an estimate has been provided.

In all cases, a requisition for work to be performed (Trouble Calls, Preventive Maintenance and Work Orders) will be generated on the Medical Center Plant Services Work Management System.

**Responsibility:** It is the responsibility of the requesting department to provide the appropriate funding information whenever submitting service requests to Plant Service. In the case of Trouble Calls, established Standing Work Order Numbers are the typical funding mechanism. In the case of estimate requests, no funding information is required. Work Orders must be submitted with appropriate account and center numbers and authorized individuals' signatures.

It is the responsibility of each shop to ensure requisitions are generated for work being performed. Actual generation of requisitions may occur via P.M. auto scheduling, department direct access, shop access or Delta access into the Work Management System.

**References:** None