

## EQUIPMENT REPAIR PROTOCOL

### PROTOCOL FOR RESOLVING AUDIOLOGY EQUIPMENT PROBLEMS

When Service Providers encounter equipment malfunctions or other problems with the Ontario IHP Audiology equipment, they will call:

- Early Abilities Management for all Vivosonic equipment issues; and
- The customer service number at Electromedical Instrumentation (EMI) for all other Audiology equipment. EMI will lead them through a troubleshooting procedure.
  - Note: Vendor = EMI or Vivosonic

#### **A) If the source of the problem is repairable:**

- Please receive a quote for the repair from Vendor.
- Please contact Early Abilities, IHP Management, for approval of repair.
- Upon Early Abilities approval, vendor contacts the hospital directly to arrange for repair and replacement with a loaner system.
- Vendor ships the loaner equipment to the Service Provider.
- The Service Provider ships defective equipment to Vendor and invoices Early Abilities for the shipping costs.

#### **B) If the source of the problem is not repairable:**

- Please contact Early Abilities Management for guidance prior to considering a purchase.
- All EMI equipment problems which result in the need for a loaner system will be resolved (loaner shipped) within 24 hours as per the extended warranty agreement (does not apply to the Lexmark Laser printer). For 24-hour turnaround, EMI must be notified before 3:00 p.m. Eastern Time.

### SOFTWARE

It is EMI's responsibility to ensure that all equipment owned by the Ontario IHP has been loaded with *the current Ontario IHP approved software* every time equipment is replaced, repaired, or purchased. EMI will provide a confirmation with each piece of new or repaired equipment that the equipment has been checked and that it has been loaded with the current approved Ontario IHP software.

Approved software upgrades will be accomplished provincially through procedures agreed upon by the Ontario IHP and Bio-logic/Vivosonic

Bio-logic/Vivosonic customer service will be aware that not all facilities in Ontario are associated with the Ontario IHP, and may use different software.

### ADMINISTRATION AND CUSTOMER SUPPORT:

EMI: Any repair issues should be directed to Electromedical Instrumentation (EMI) (<http://www.emi-canada.com/index2.asp>) through their toll free phone number 1-800-263-6430 or email [service@emi-canada.com](mailto:service@emi-canada.com).

Vivosonic: Any repair issues should be directed to Vivosonic Inc. ( <http://www.vivosonic.com> ) through their toll free phone number at 1-877-255-7685.

For both Vendors, please note that you are associated with Early Abilities – Toronto Infant Hearing Program

## **PROTOCOL FOR RESOLVING HEARING SCREENING EQUIPMENT PROBLEMS**

The Infant Hearing Screener (Early Abilities staff or Hospital staff) will perform the appropriate troubleshooting procedure for their equipment. Trouble shooting information is part of the training provided to all certified screeners.

If the documented troubleshooting procedure does not resolve the problem, the screener will call Natus Technical Support at **1-800-363-0793**.

Have the following information available when calling:

Name of Equipment, serial number of equipment and malfunction part, name of your Infant Hearing Region

Following the troubleshooting call, the screener will follow the solution suggested by Natus Technical Support.

If replacement or repair is required, complete the following steps:

- a) Contact a Regional Trainer and describe the symptoms it presents and be as specific as possible.
- b) The Regional Trainer will provide a replacement equipment for short term use.
- c) The Regional Trainer will send broken equipment for repair.

Natus will assess the damage and repair needs and provide a quote for any repair that is not covered under warranty. If the equipment is deemed repairable, the decision to proceed with the repair is subject to approval by Early Abilities IHP. Early Abilities IHP will pay for repairs for normal wear and tear. IHP will not be responsible for any repairs needed as a result of misuse including loss and theft.

To prevent damage, loss and theft IHP equipment should be safely secured in a locked drawer or cabinet when not in use and only accessed by authorized staff.

Any other administrative issues should be directed to the IHP supervisor, 416-338-8255.