

CLINICAL TECHNOLOGY SERVICE REQUEST REQUIREMENTS FOR VENDORS, CONTRACTORS AND SUPPLIERS

A. Definitions:

“Customer” means a Kaiser Permanente entity purchasing goods or services from Supplier.

“Kaiser Permanente” means the integrated health care delivery organization doing business as Kaiser Permanente®, which includes Kaiser Foundation Hospitals, Kaiser Foundation Health Plan, Inc., the Permanente Medical Groups, and each of their respective subsidiaries.

“Kaiser Permanente Representative” means the person who requested the service.

“Supplier” means a vendor, contractor or supplier who is providing clinical technology-related goods and/or services to Kaiser Permanente.

B. Requirements.

Clinical Technology Service Request and Reporting. Suppliers performing services on clinical equipment for Customers (e.g. Preventative Maintenance, Repair, Trouble Shooting, etc.) must provide a detailed report of what was completed during the provided services.

Specific information to be included in this report shall include, at a minimum, the following information:

1. Date of Service and Purchase Order Number.
2. Equipment Manufacturer, Model Name & Number, and Description.
3. Serial Number of Equipment.
4. Location where Equipment was repaired (Street Address, City, State)
5. Action Performed:
 - a. Parts used for equipment repair, part numbers, description, and cost of the parts.
 - b. Description of worked performed, such as: calibrations, repairs, adjustments, outcome, recommendation, etc.
 - c. Labor hours, travel, or other related costs.
6. Complete Name of Service Technician who performed the work.
7. Network enabled equipment may have additional reporting requirements, which would be detailed in future contracts and purchase orders.

Supplier’s report shall be submitted at the time work is completed and the equipment is returned to the Kaiser Permanente Representative or Department, validating completion of requested work.

The Supplier-provided field Service Report must be provided no later than 24 hours from equipment being returned to Kaiser Permanente.

Where Kaiser Permanente and Supplier have agreed to rely on the Supplier’s system of record, the Supplier must adhere to the Kaiser Permanente Business Record Retention Policy and procedures, which will require compliance with state laws and which will meet Kaiser Permanente criteria for device maintenance record retention.

Failure to provide this reporting information may delay the processing of payment for service until it is provided.