



rehabilitation, hospital & home care equipment

## ON- SITE PROCEDURES FOR SERVICE PROVIDERS

As an Accredited Service Provider you are expected to meet certain standards when dealing with HenryCare's clients. In order to provide a high level of customer satisfaction for each job, please follow these guidelines:

### 1. Reporting.

When first arriving at a job introduce yourself and state your business. At Nursing Homes, hospitals, etc, request to see the Director of Nursing, Maintenance person or nominated contact person. (eg: "Good morning. I am John and I am here to repair a wheelchair"). Give a business card to the contact person or client so that they have a phone number for any queries.

### 2. Sign In.

Comply with any entry procedures at Nursing Homes, Hospitals, etc. You may be required to sign in and out of a visitors book, or sign Health and Safety documents. You may be required to provide photographic I.D. at some facilities. A Certificate of Currency of insurances or Police Checks may be asked for at some facilities. (This information should be held in your van at all times). As an on-site contractor you are required to comply with all Emergency Procedures that the facility has in place.

### 3. Check documents.

Offer a business card to the contact person/client and explain any document requirements. (eg: "I will need your signature at the completion of the job".) You will always need to have with you a clipboard with relevant documents and a pen. Relevant documents will include a HenryCare Job Sheet. This outlines the customer problem and the work to be carried out and should be checked before any work is started.

### 4. Personal appearance.

Always have a neat and tidy personal appearance (cleanly shaven, hair done, etc). No smoking on the job. (Don't forget you are often the first contact between HenryCare and our clients). Clean clothing must be worn in residential and food preparation areas.

### 5. Identify equipment.

Positively identify the equipment requiring repair or maintenance check by serial number, barcode or other identifier. If you are unsure ask the contact person at the facility. Check the location of all work such as handrail and grab rail installations.

### 6. Wear safety gear.

When necessary wear appropriate personal safety equipment (eg, safety glasses), at all times and follow normal safe work procedures. No penetrations of walls, floors, etc, at Nursing Homes and Hospitals can be carried out without the specific approval of the facility contact person. Wear fully enclosed, non-slip footwear at all times.



Quality  
ISO 9001



**7. Good housekeeping.**

Keep the area you are working in safe and tidy **at all times**. Warn those around you about any hazards such as welding, power leads, dust, noise, wet paint, or fumes . Clean up after the job, take any rubbish with you, and leave the area in original condition or better.

**8. Accidents or damage.**

If you have an accident, cause injury to anyone or damage to the property or environment, please advise the contact person/client immediately and then advise HenryCare by telephone as soon as possible, preferably before any further work is carried out.

**9. Time efficiency.**

It is friendly to chat to anyone if they wish to talk to you while the job is in progress. Remember that your time is being charged to the customer so if you talk to the client keep working at the same time.

**10. Resident privacy.**

Nursing Homes and similar facilities are regarded as the home of the residents and all due respect for privacy and access must be given to residents at all times. Please restrict yourself to areas of the facility where you are working. When in private homes restrict yourself to the work area only.

**11. Keep client informed.**

Keep the contact person informed of any special actions such as having to return equipment to a Service Centre for repair or having to order a replacement part . Waiting on spare parts may mean the equipment is temporarily out of action.

**12. Job Completion and Instruction to client.**

If applicable, show the client how any new or replacement equipment works together with any cautions.(eg, "This is how you turn this type of tap off but do not turn it off too tightly or you will damage the washer"). In Nursing Homes, hospitals, etc, advise the contact person when the job has been completed. Obtain any signatures required on documents. If a return visit is required advise the contact person/client of this before leaving the premises. (Check documents to make sure all work ordered has been done).

**13. Client queries.**

Invite the client to contact you or HenryCare (02 8700 3833) if there are any problems. (Your phone number is on your business card).

**Finally:**

At HenryCare we know that all staff will perform work to a high standard and in a tradesman like manner. We value your assistance and hope that through good organisation and good customer service we can grow our business.

If you are unsure about anything please contact HenryCare.

Thanks for your efforts.