

Department of Medical Physics and Bioengineering

MEMO Clinical Engineering

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www.uhbristol.nhs.uk/memo

COVID-19 Guidelines - visiting customer premises

Updated 14/04/2021

Dear Customer,

In order to protect our staff and to ensure an effective service, we will be insisting that our customers adopt certain measures during visits to their premises. To ensure these requirements are met, we will be asking the following questions before any bookings are made:

1. Please state the method of cleaning/decontamination used on equipment?

As per standard procedure, all equipment to be serviced must be cleaned/decontaminated prior to arrival. On booking of Service Requests you will be asked for the method of cleaning used.

2. Is this equipment located in a COVID area or COVID assessment area?

At the current time, we are unable to send our engineers into any COVID areas or any COVID assessment areas.

3. Has this equipment been exposed to a COVID patient in the last 72 hours?

If any equipment has been exposed to a COVID patient, we request that it is quarantined for 72 hours before our engineers will handle it.

4. Are you able to provide a designated space for our engineers to complete their work while maintaining social distancing? Customers must provide a single, clean, Service Area that is large enough to accommodate two engineers while maintaining social distancing. All portable equipment must be moved to the Service Area. Our engineers will not be moving room to room to service portable equipment. Fixed equipment such as beds and couches will be serviced in situ under prior arrangement. The customer will need to nominate a chaperone to meet our engineers at reception and escort them to the Service Area.

On arrival, our engineers will ask you to sign a declaration that confirms all information given is current and correct. Any failure to give information or incorrect information may result in the visit being cancelled.

For additional support please contact our central response team on:

MEMOCentralResponse@uhbw.nhs.uk (on 0117233333)

We hope that these measures will allow equipment to be serviced with the safety of all our patients and staff at heart while following government advice.

Yours faithfully,

Morad Toussaad
Quality & Regulatory Affairs Manager
MEMO Clinical Engineering

Andrew Wilson
Clinical Engineering Team Leader
MEMO Clinical Engineering