

Proactive Cart Fault Management

Telestroke Service Desk detect fault and log fault ticket

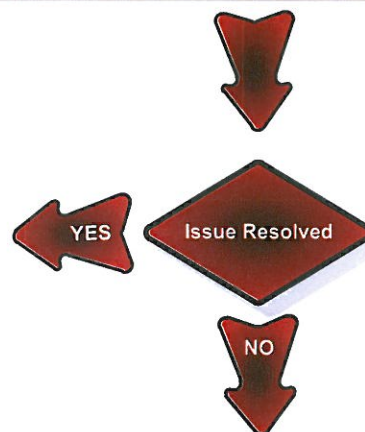
The Telestroke Service Desk will call the Hospital Switchboard and ask for the Emergency Department where the Cart is located, except for Blackpool which is located on the Stroke Ward

Telestroke Service Desk notify of detected fault

The Telestroke Service Desk will speak to person in charge of shift and advise of detected issue and fault ticket reference

Telestroke Service Desk investigate the fault

The Nurse may be asked to stay with the cart to perform guided troubleshooting to assist with diagnostics



Hardware Fault identified

Telestroke Service Desk request part replacement with manufacturer. We endeavour to dispatch parts on next business day delivery for requests received and accepted by the manufacturer by 3pm

Cart not usable

Thrombolysis is not available until Cart is repaired
Person in charge to inform Local On Call Business Manager

Part delivered and installed

Telestroke Service Desk arrange for part to be delivered, installed and test the fault is fixed

Ticket Closed

Following confirmation that the fault has been fixed the Telestroke Service Desk close the fault ticket