

**Purpose:** Creating a process for examining equipment on arrival

**Cross Referencing:** Telehealth Program Implementation Guide

**Applications and Restrictions:** Inspection of equipment must take place within 7 days of delivery

**Procedure Description:**

1. Equipment arrives at site
  - Locate shipping or packing list (usually secured in a plastic sleeve on the outside of one of the shipping boxes)
  - Open each box and inspect that each item listed in the BOM is located in the box
  - Notify Customer Service 1-888-353-5404 within 7 days to report any missing or damaged equipment
  - Label all equipment with organization name and contact number for questions
2. Equipment Storage
  - Store in a safe dry location to keep equipment in good working condition
  - Protect equipment from damage, misuse or theft. Be sure to store equipment off of the floor
  - Storage must have 'clean' and 'dirty' areas identified
  - While you may choose to keep equipment in original shipping boxes it may not be practical for space
  - Recommend that you keep 1 or 2 boxes in the event that something must be shipped back for replacement or repair
3. Equipment Inventory
  - All new and replacement inventory will be placed in LifeStream by Honeywell Life Care Solutions Customer Service