ESSENTIAL EQUIPMENT REPAIR SERVICE: RESPONSE TO COVID-19
Clinic personnel process and procedure

March 30, 2020

If it is determined that curbside repair is needed, clinic personnel should follow this process:

Equipment pick-up

- Before equipment is placed curbside, it *must* be disinfected with an EPA-registered agent.
- The Patterson service technician will call to alert you that they are nearby so that you know when to place the equipment outside.
- While placing equipment curbside, please make sure that proper PPE (gloves, mask, etc.) is worn.
- If able, please leave **heavier** equipment on a gurney so that it is easier to transfer to the Patterson technician's van.

Equipment drop-off

- Once equipment is repaired, a Patterson service technician will schedule the return of equipment to the clinic.
- Patterson service technicians will properly disinfect equipment with an EPA-registered agent, will wear proper PPE and place equipment curbside.
- Once the service technician is back in their van, the clinic will be notified that it is OK to come outside to pick up the equipment. Proper PPE should be worn for pick-up just as it was for placement at the curb.

Please contact the Patterson service team at 855.778.8387 with any questions that you have regarding the curbside repair, drop-off and pick-up process.