Medical Device Service Record

Modify so that fields are specific to you company devices.

Refer to *Procedure QP711: Installation and Servicing*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Device | | Device name/model: | | | | | | |
| Year: | | Device received: | | | Serial No.: | | | Service job No.: |
| Customer name: | | | | | E-mail: | | | Phone: |
| Address: | | | | | | | | |
|  | | | | | | | | |
| Initiation | RAN No.: | | Purchase date: | | Warranty Yes ❒ No ❒ | | | Complaint Yes ❒ No ❒ |
| Customer description of problem:  You can also attach another form or printout with customer description, and reference it here. If using this option, add a field in the form called “Pages attached… Yes/No” and a prompt to enter the number of pages attached. | | | | | | | | |
| Diagnosis | Date: | | Technician: | | | | Quote required Yes ❒ No ❒ | |
| Required service/repairs:  You can pre-format this block with fields for required parts, required service description/codes, labor time/cost estimates, etc... | | | | | | | | |
| Place on hold pending customer approval: Yes ❒ No ❒ | | | | | | | | |
| Service | Start date: | | | Completed date: | | Technician: | | |
| Service/repairs performed and replaced parts:  You can pre-format this block with fields for replaced parts, service description/codes, labor time/cost, etc.. | | | | | | | | |
| Verification and release | | | | | | | | |
| If you want you can pre-format this block with short checklists, fields for recording measurements, etc. – in fact a mini inspection report, but this is not required. A simple signoff would be sufficient in most cases.  There could also be some fields for collecting statistical data, for example, failure codes (reasons). | | | | | | | | |
| Technician sign/date: | | | | | | | | |

Document Information

| Revision History | | | |
| --- | --- | --- | --- |
| Revision | Modified by | Change Control No. | Description of Change |
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Complete the above fields for each revision of this document. Ensure that there is sufficient description of changes so that the change history of this document can be followed. Additional columns can be added to include document/change tracking numbers generated by your company’s systems if required (eg. change control).

| Associated forms and procedures | |
| --- | --- |
| Doc. No. | Document Title |
| QP711 | Installation and Servicing |

List all controlled procedural documents referenced in this document (for example, policies, procedures, forms, lists, work/operator instructions

| Associated records | |
| --- | --- |
| Doc. No. | Document Title |
|  |  |

List all other referenced records in this document. For example, regulatory documents, in-house controlled documents (such as batch record forms, reports, methods, protocols), compliance standards etc.

DOCUMENT END