Emergency Medicine: Supplies and Equipment Responsibility

Equipment Type	Issue	Manager	Contact and Repair Instructions
Armband printers	Equipment issues	Tonia James	Send email with issues to troger11@jhmi.edu or call 5-help (5-4357)
ASCOM Phone Directory	Listing updates	Tonia James / Greg Fuller	Email any changes/updates to both Tonia and Greg (troger11@jhmi.edu; gfuller@jhmi.edu)
ASCOM Phones	Broken equipment	Emergency Service Coordinators (ESCs)	Report broken equipment to ESCs at communications hub (in EACU)
Avaya (Desk) Phones		Tonia Rogers (troger11@jhmi.edu) or Paula Justice (pjustice@jhmi.edu)	**Do not unplug phone**; contact 5-HELP (5-4357) to report telecom issue; provide ASCOM or Pager number for call back (do not use 5-8708 as a call back number)
Clinical desktops	Software/ equipment issues	Abdul Faieq, Manager, Desktop support (afaieq@jhmi.edu)	Call 5-Help (5-4357) to report issue; provide ASCOM or Pager number for call back (do not use 5-8708)
Communications/Hub Directives		Tonia James	Send email with issue troger11@jhmi.edu
Computer Arm in Rooms	Equipment issues	Humanscale	Call 5-Help (5-4357) to report issue; provide ASCOM or Pager number for call back (avoid using 5-8708 as a callback number); Provide the equipment room number.
Glucometers	Equipment issues	POC Office	Managed by POC office Mon-Fri 8am -4pm; contact Unit Associates to deliver equipment to CMSC sub-basement; outside of service hours, place equipment with a yellow sticker, outside of Paula Justice's office (G-1096 - inside the ED Admin Office)
Hyperconnectivity/PTT	Repairs or missing equipment	Dennis Gordon	Send email with issue to dgordo31@jhmi.edu
VRI (Interpreter iPad/WOW)	Failing/missing equipment	Tonia James / Paula Justice	Send email with issue to troger11@jhmi.edu; pjustice@jhmi.edu
Lab Label Printers	Equipment issues	Abdul Faieq, Manager, Desktop Support (afaieq@jhmi.edu)	Call **5-Help (5-4357)** to report issue; **provide ASCOM or Pager number for call back** (avoid using 5-8708 as a callback number); **Provide the equipment room number.**
Lab/Med Scanners		Heather Gardner (hmacpher@jhmi.edu) or Abdul Faieq, Manager, Desktop support (afaieq@jhmi.edu)	Call **5-Help (5-4357)** to report issue; **provide ASCOM or Pager number for call back** (avoid using 5-8708 as a callback number); **Provide the equipment room number.**
Nurse Call-Hardware	Hardware Issues	Heather Gardner	Send email with issue to hmacpher@jhmi.edu
Nurse Call-Messaging	Messaging issues	Tonia James	Email Tonia troger11@jhmi.edu regarding messaging issues

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Ophthalmology Equipment	Equipment issues	Optical Equipment Services	Applies to Rooms 3, 53, 54 (portable lit lamp, tonopens): Place service sticker on equipment; email OpticalEquipServices@jhmi.edu) anytime; however repairs are done Mon-Fri during business hours.
Printers-Admin Office	Toner or broken equipment	Hewlett Packard (HP) provides all printer support. If needed, contact Carol Hamer for assistance, otherwise see instructions to the right.	Admin office HP **"networked"** printers (those with an IP address such as 10.20.23.33 on the label) are monitored remotely by HP for supplies and service needs. for Admin office **"Local"** printers (no IP address on the label), supplies must be ordered by **calling HP directly (888) 447-0169; provide the ED pin number 97405**. Service ticket will be submitted. Email Carol Hamer (mhamer1@jhmi.edu) for difficulty obtaining service or supplies. For printers **other than HP products** (unsupported by HP), contact Carol Hamer to order supplies.
Printers-Clinical **(White Labels)**	Toner or broken equipment issues	Hewlett Packard (HP) provides all printer support. If needed, contact Heather Gardner/ Carol Hamer for assistance; otherwise, follow instructions to the right.	Clinical printers are monitored remotely by HP for supplies and service needs. **Toner cartridges are stored under each printer. To request service**: See the **white label** on the front of each machine. **Call 5-help (5-4357, and provide the ED pin number 97405. Service ticket will be submitted. HP techs available to respond 9am - 5pm weekdays.** Email Heather Gardner and Carol Hamer (hmacpher@jhmi.edu; mhamer3@jhmi.edu) with any difficulty obtaining service or supplies.
Printers-Clinical **(Yellow Labels)**	Toner or equipment issues	Clinical Engineering	Contact details: **Call 5-8300** Mon-Fri 7am-11pm, **if escalation required**, request to speak to **supervisor or manager** Sat-Sun and Holidays **if escalation required**, call supervisor on duty at **(443) 813-1707.**
Rover App	App issues	Heather Gardner or Abdul Faieq. Manager, Desktop Support	Email regarding hardware issues (hmacpher@jhmi.edu; afaieq@jhmi.edu)
SMS Notifications	Messaging issues	Dennis Gordon	Send email with issues to dgordo31@jhmi.edu
Versus Badges	New badge request or battery issues	Lesley Bledsoe/Paula Justice	Send email with request/issue lbledso2@jhmi.edu; pjustice@jhmi.edu;
Zebra Label Printers	Equipment issues	Tonia James	Send email with issue to troger11@jhmi.edu