

Pneumatic Tube System Downtime Procedures

Pneumatic Tube System (PTS) users are required to follow all procedures for safe use of the system. Standard operating procedures will be followed for all planned and unplanned downtime events until station returns to normal operations.

Planned Downtime

- Users will be notified of scope and duration. Staff should monitor station display to return to normal operations.

Unplanned Downtime Procedures for all events:

- PTS Technician will address issue and push a notification message to all affected stations/zones
- Users are notified via station display (notification message and/or out of service icon)
- Users will have area personnel transport high priority items
- Users will monitor station display for a message or until station returns to normal operations

Additional Unplanned Downtime Procedures: Resolution > 15 minutes

- PTS Technician calls Campus Operator to report issue and reports when issue is resolved
- Campus Operator notifies Critical Impact Areas (AOD, Central Pharmacy, Core Lab, Emergency Department, and Hospital Transportation) to report issue and reports when issue is resolved
- Users enter requests for Hospital Transportation online via [transport tracking](#)
- Hospital Transportation begins responding to requests; labs and specimens will be delivered within 30 minutes and other items will be delivered within one hour

Additional Unplanned Downtime Procedures: Resolution > 1 hour (or unknown)

- Campus Operators will initiate procedures to notify users of issue and call users when issue is resolved

Additional Information

- All PTS alarm notifications are sent to a designated Facilities technician pager
- Affected stations will display an out of service icon for the duration of the downtime; however, once a notification message is acknowledged (clicked ok), it will leave the display
- For unplanned issues not addressed within 15 minutes, notify Facilities Dispatch (6-0000)
- [Click here for the Pneumatic Tube System \(PTS\) Manual on the Healthcare Policy Database](#)



The Joint Commission - Environment of Care Standards guide OHSU in this material. The Environment of Care Committee offers this tool to help remind employees of safety policies and best practices. Please post or share this information with staff. **December 2014**