

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 6	Fiscal Policies and Procedures	Effective:	May 2000
Section 6.6	General Services	Revised:	September 2008
Policy 6.6.5	Linen Services	Responsibility:	Assistant Vice President for Business Affairs

LINEN SERVICES

Responsibilities

Linen Services provides and services laboratory coats, uniforms, and hospital linens. The Health Science Center currently uses a linen service contractor to clean lab coats, uniforms, and hospital linens leased or owned by the Health Science Center.

Personnel shall submit an approved [Authorization for Linen Service](#) to Linen Services. They will be fitted for proper size for lab coats, uniforms, or issued hospital linens.

It is the responsibility of the user to properly identify hazardous garments/linens by placing them in plastic bags so that proper precautions may be taken in handling. All instruments and supplies should be removed from garments/linens before they are submitted for cleaning.

Lab Coats

The Health Science Center owns all lab coats. Cleaning service is provided by a linen service contractor.

New, Used, or Additional Lab Coat Issues — 65% Polyester, 35% Cotton

1. Personnel shall bring an approved [Authorization for Linen Service](#) to Linen Services where they will be fitted for proper size. Proper fit is not guaranteed if form is submitted by mail.
 2. New 65% polyester, 35% cotton lab coats will be issued at \$20 each. Allow two weeks for identification labeling. A fee of \$3 will be charged for application of the Health Science Center logo.
 3. Used lab coats in good condition will be issued at \$10 each. Allow two weeks for identification labeling. A fee of \$3 will be charged for application of the Health Science Center logo.
 4. Departments preferring used lab coats, if available, should indicate the preference on the [Authorization for Linen Service](#)
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5. [Service](#) form. Delivery time is two (2) weeks for standard sizes.
 6. Lab coats are stocked in standard sizes. Special sized lab coats are not stocked and must be ordered. The cost may be different from standard sizes. Delivery time is six (6) to eight (8) weeks.

New or Additional Lab Coat Issues — 100% Cotton

1. Personnel shall bring an approved [Authorization for Linen Service](#) to Linen Services where they will be fitted for proper size. Proper fit is not guaranteed if form is submitted by mail.
2. New 100% cotton lab coats will be issued at \$25 each. Allow two weeks for identification labeling. A fee of \$3 will be charged for application of the Health Science Center logo.
3. Lab coats are stocked in standard sizes. Special sized lab coats are not stocked and must be ordered. The cost may be different from standard sizes. Delivery time is six (6) to eight (8) weeks.

Loaner or Temporary Lab Coat Issues

1. Personnel shall bring an approved [Authorization for Linen Service](#) to Linen Services where they will be fitted for proper size and issued coats on the same day.
2. Loaner or temporary lab coats are generally requested pending the arrival of new coats or when permanent coats are not necessary. Customers are requested to return loaner or temporary coats when notified of arrival of permanent coats.
3. Customers are billed \$1.50 per week for the use of loaner or temporary lab coats, up to fifteen (15) weeks. If coats are not returned to Linen Services after fifteen (15) weeks, they are removed from the active loaner coat file.

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Uniform Issues

1. Personnel shall bring an approved [Authorization for Linen Service](#) to Linen Services where they will be fitted for proper sizes. Delivery time for uniforms is two (2) weeks for standard sizes.
2. Contact Linen Services at 567-6006 for available colors.

Identification, Alterations, and Cleaning of Lab Coats and Uniforms

Lab coats are not personalized or altered by Linen Services. They may be altered by the personnel to whom they are issued. Uniforms are leased from a contractor and will be altered or re-sized once per contract period by the contractor. Additional alterations or issues due to re-sizing will be billed to the employee's department.

Personalized clip-on name tags may be acquired for lab coats and executive uniforms by submitting a requisition to Facilities Management. Regular uniforms are issued with a permanent name patch affixed.

Personnel who choose not to use lab coats issued by Linen Services but would rather use their personal garments may not use the cleaning service provided by Linen Services. Personal garments must be cleaned by their owner, because those garments do not have the Health Science Center identification code marks and, therefore, could not be identified and returned to the owner after cleaning.

Hospital Linen Issues

The Health Science Center leases hospital linens from a linen service contractor.

Hospital Linens Available in Linen Services

1. Apron bib, white.
2. Sheet, fitted 36 x 84, contour white.
3. Sheet, draw, o.r. 54 x 81, green.
4. Pillow case.

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5. Blanket, bath, 70 x 90.
 6. Blanket, thermal, 66 x 90.
 7. Spread, crinkle 72 x 90.
 8. Towel, bath, 20 x 40.
 9. Wash cloth.
 10. Towel, Dr./lab.
 11. Disposable towel.
 12. Gown, surgical.
 13. Gown, patient, print.
 14. Pants, scrub, small.
 15. Pants, scrub, medium.
 16. Pants, scrub, large.
 17. Pants, scrub, x-large.
 18. Shirt, scrub, small.
 19. Shirt, scrub, medium.
 20. Shirt, scrub, large.
 21. Shirt, scrub, x-large.
 22. Gown, isolation.
 23. Wrapper, jade green 36".
 24. Wrapper, 24 x 24

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- 25. Wrapper, 36 x 36.
 - 26. Wrapper, 54 x 54.
 - 27. Wrapper, ceil blue 36".
 - 28. Towel, o.r., 18 x 30.
 - 29. Drape, lap, 72 x 115.
 - 30. Sheet, o.r., 72 x 108, green.
 - 31. Drape, general spinal, 36 x 36.
 - 32. Sheet, reg, 66 x 115.
 - 33. Cover, Mayo, 22 x 54.
 - 34. Laundry Bags.

New or Additional Hospital Linen Issues

Departments wishing to requisition new hospital linen items or increase their existing inventory of specific items should submit an approved [Authorization for Linen Service](#) to Linen Services. Linen items will then be issued if sufficient quantities are available. If sufficient quantities are not in stock and new or additional items must be ordered to add to or increase the department's hospital linen inventory, the department will be notified of the delivery date.

Temporary Issues of Hospital Linens

Submit a [Linen Service Requisition](#) with an authorized signature and account number to be charged. Linens not returned within specified time needed will be charged to the department as lost linen.

Hospital Linen Exchange System

Departments with an established hospital linen inventory exchange soiled linens for clean linens on an even exchange basis (i.e., 10

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soiled for 10 clean). Departments should bring a completed [Linen Service Requisition](#) referencing the account number to be charged, to Linen Services with the soiled linens to be exchanged for clean linens.

Inventory of Hospital Linens

An annual inventory of hospital linens is conducted. Departments will receive advance notice of physical inventory and should provide assistance to Linen Services personnel in conducting department's hospital linen inventory. At the conclusion of the coordinated inventory, the department will:

1. Advise Linen Services of its desire to decrease the inventory by the amount of missing items and provide an account number to which the replacement cost of each missing item will be billed.
2. Advise Linen Services of its desire to have missing items replaced to maintain an established inventory level and provide an account number to which the replacement cost of each missing item will be billed.

Cleaning Schedule

It is the responsibility of the user to properly identify hazardous garments/linens by placing them in plastic bags so that proper precautions may be taken in handling. All instruments and supplies should be removed from garments/linens before they are submitted for cleaning.

Lab Coats

Lab coats are sent out to the contractor for cleaning at 9:00 a.m. each Monday and Wednesday. Cleaned garments are returned to Linen Services one (1) week from the date of pick-up.

Uniforms

Uniforms are sent out to the contractor for cleaning at 9:00 a.m. each Thursday. Garments not in Linen Services or their assigned drop-off

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point by 9:00 a.m. Thursday will be held in Linen Services until the following Thursday.

Hospital Linens

Hospital linens are sent to the contractor for cleaning at 9:00 a.m. each Tuesday and Friday. Cleaned linens are returned to Linen Services one (1) week from the date of pick-up.

Terminations or Transfers

General

If a department is certain that no garments have been issued to the terminating or transferring employee, the department may sign the [Exit/Clearance Form](#) for Linen Services. However, if it is subsequently found that the individual did have garments issued and did not return them to Linen Services, the department will be charged for the replacement cost in the case of uniforms or will be responsible for the return or replacement of any other garments issued but not returned.

Employees with Uniforms

A terminating or transferring employee who has been issued uniforms shall bring his/her [Exit/Clearance Form](#) and all uniforms issued to Linen Services when proceeding with clearance. If all uniforms are turned in, Linen Services personnel will sign the [Exit/Clearance Form](#) and the individual may continue with the clearing process.

Missing uniforms, if any, will be noted on the [Exit/Clearance Form](#). Description, cost of missing items, total amount owed, and the departmental account number to be credited will also be noted. The terminating or transferring employee may then take the [Exit/Clearance Form](#) to the Bursar's Office/Cashiers' Window, pay for the missing items, and return to Linen Services with the [Exit/Clearance Form](#) and payment receipt. Linen Services personnel will then sign the [Exit/Clearance Form](#) and the individual may proceed with the clearing process. Linen Services shall make a copy of the receipt for its records and return the original to the person clearing.

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If an employee is transferring to another department and is to be issued uniforms by the new department, the procedures for “Uniform Issues” are to be followed.

Employees with Lab Coats or Other Garments Owned by the Health Science Center

A terminating or transferring employee who was issued lab coats or other garments owned by the Health Science Center shall bring the [Exit/Clearance Form](#) and all garments issued to him/her to Linen Services when proceeding with clearance. If all items are turned in, the [Exit/Clearance Form](#) will be signed and the individual may proceed with clearing.

If any items are missing, the department is called and advised of the missing items. If the department wishes the individual to pay for the missing items, this will be noted on the [Exit/Clearance Form](#) along with the description and cost of the missing items, the total amount owed, and the departmental account number to be credited. The terminating or transferring employee may then take the [Exit/Clearance Form](#) to the Bursar’s Office/Cashiers’ Window, make payment, and return to Linen Services with the payment receipt. Linen Services personnel will then sign the [Exit/Clearance Form](#) and the individual may proceed with the clearing process. Linen Services shall make a copy of the receipt for its records and return the original to the person clearing.

If items are missing and the department chooses not to have the employee pay for them, the individual must return to the department and get a memo to that effect signed by an authorized person. Upon receipt of the memo, Linen Services personnel will sign the [Exit/Clearance Form](#) and the individual may proceed with clearing.

If an employee is transferring to another department and is to be issued garments by the new department, the “New and Additional Lab Coat Issues” referenced are to be followed.

Credit for Used Garments Owned by the Health Science Center

If garments being turned in are in good, serviceable condition, credit is given to the owning department. This determination is made by

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Linen Services personnel. No credit will be given for garments which must be taken out of service due to poor condition. Garments are then cleaned and returned to “used” stock in Linen Services.

Inter-Departmental Transfers

Linen Services processes five (5) monthly inter-departmental transfers (IDT). The IDT is the method of billing goods and services provided by Linen Services:

- #18 Cleaning of Lab Coats,
 - #19 Cleaning of Uniforms,
 - #22 Cleaning of Loaner Lab Coats,
 - #26 Cleaning of Hospital Linens, and
 - #36 Purchase of New/Used Lab Coats.
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