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 form 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 form to Linen Services where they will be fitted for proper size. Proper fit cannot be guaranteed unless the user appears in person to be fitted. Coats ordered without user fitting cannot be returned.

2. New 65% polyester, 35% cotton lab coats will be issued at $20 each. Allow two weeks for identification labeling. A fee of $6 will be charged for application of the Health Science center logo and identification (ID) tape in collar.

3. Used lab coats in good condition will be issued at $15 each. Allow two weeks for identification labeling. A fee of $1 will be charged for application of the identification tape.
4. Departments preferring used lab coats, if available, should indicate the preference on the Authorization for Linen Service form. Delivery time is two (2) weeks for standard sizes.

5. 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 form 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. If coats are ruined when returned, used coat cost will be applied.

Uniform Issues

1. Personnel shall bring an approved Authorization for Linen Service form to Linen Services where they will be fitted for proper sizes. Delivery time for uniforms is two (2) weeks for standard sizes.

2. Colors and Styles are determined by the Department leasing the uniforms.

3. Contact Linen Services at 567-6006 for available colors and styles.
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.

Regular uniforms are issued with a permanent name and patch affixed.

Faculty with personal lab coats, not issued by Linen Services, can have their personal white lab coats cleaned by Linen Services. Personal coats lost or damaged while being serviced will only be replaced with Linen Services stock lab coats. No embroidering or alterations of the replacement coat will be provided.

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.
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.


14. Pants, scrub, small.

15. Pants, scrub, medium.

16. Pants, scrub, large.

17. Pants, scrub, x-large.

18. Pants, scrub, xx-large.

19. Shirt, scrub, small.

20. Shirt, scrub, medium.

21. Shirt, scrub, large.

22. Shirt, scrub, x-large.

23. Shirt, scrub, xx-large.

24. Wrapper, Misty green 36" x 36".

25. Wrapper, 54 x 54.


27. Sheet, O.R., 72 x 108, green.

28. Sheet, reg, 66 x 115.

29. Cover, Mayo, 22 x 54.

30. 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 form 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 soiled for 10 clean). Departments should bring a completed Linen Service Requisition referencing the Project ID number to be charged, to Linen Services with the soiled linens to be exchanged for clean linens.

Departments issued hospital linens which choose not to exchange those garments, will be charged a weekly fee for the total amount of garments issued. Any garment returned in unusable condition will be charged a replacement cost.

Inventory of Hospital Linens

Linen Services maintains inventory records of all linens issues to departments. Linen Services reserves the right to conduct a physical count of the various linen stock held in the department to verify correctness. Should these physical counts find stock shortages; the department will be responsible for the replacement cost of the missing items.
Departments will advise Linen Services if it wishes to replace any stock shortages.

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**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. All garments/linens that contain supplies that are not removed will be charged a $2 handling fee per item.

**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. Missing lab coats can only be replaced if record of them exists on the Linen Services pick up form. No coat will be replaced if it cannot be verified in Linen Services records.

Severely stained coats (i.e. blood, ink, chemical, etc.) should be replaced at the departments cost. The department will be notified and the coat will be returned to department or removed from service.

**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 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

During the separation process, it is mandatory that departments verify that separating employees do not have any outstanding obligations with Linen Services. This is accomplished by contacting the Linen Supervisor via email. See Human Resources website for details on the separation process.

If a department is certain that no garments have been issued to the terminating or transferring employee, then nothing more than an email to Linen Services indicating employee separation is required.

Uniforms

A terminating or transferring employee who has been issued uniforms shall bring all his/her uniforms to Linen Services when proceeding with clearance. Linen Services personnel will verify that all uniforms have been returned, then the individual may continue with the clearing process. The employing department will be charged for any missing uniforms that cannot be verified by Linen Services. If missing items are returned within 30 days of termination, a credit will be issued.

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.

Lab Coats

A terminating or transferring employee who was issued lab coats or other garments owned by the Health Science Center shall bring all items issued to him/her to Linen Services when proceeding with clearance. If all items are accounted for, then no further action is required. Lab Coats cannot be given to another department user. Any change of ID in the lab coat must only be made by Linen Services.

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” processes are to be followed. Occasionally, departments will allow the individual to keep the issued lab coat. In
this case, it should be stated in a memo sent to Linen Services. The coat will be recorded in the new department’s records, but it cannot be replaced if lost or damaged while being serviced.

Credit for Used Garments Owned by the Health Science Center

If lab coats being turned in are in good, serviceable condition, credit is given to the owning department. This determination is made by Linen Services personnel. No credit will be given for lab coats which must be taken out of service due to poor condition, overstock of coats in a department, personal coats or coats purchased from other sources.

Other Garments

All hospital linens issued to an employee must be returned when terminating. The employing department will be charged replacement cost for missing linens. If the department keeps the linens, then a new contact person should be determined by the department, and Linen Services notified of the change.

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.