

Telehealth Fault Action Report Form

Use for complaints/problems and telehealth equipment faults/returns.
If you need assistance completing this form please contact the Technical Service Desk
on 1800 196 149 or email us on servicedesk@tunstallhealthcare.com.au

Person identifying fault or problem:

As required by our Work Place Health and Safety Policy, if you are returning an item from the field, it must be decontaminated and sealed in a plastic re-sealable or "zip-lock" bag. Also please enclose a copy of this form and retain a copy for your own records.

Send returns back to: Service Centre
 Tunstall Australasia Pty Ltd
 Reply Paid 74773
 Eagle Farm Qld 4009

Organisation/LHD: _____ **Date:** / /**Name of Reporting Person:** _____**Phone:** _____ **Email:** _____

Equipment Assigned to

Patient Name: _____

Patient ID: _____

Equipment Description: _____

Serial Number: _____ Bluetooth Number: _____

Date purchased (if known): _____

Fault type (please tick) Equipment Failure

Routine Service

Equipment Recall

Fault Description: _____

Other problem, please describe: _____

