

Medical Records

Code: ANCMF-AU-HF-MR-02 • Facility: Healthcare Facility • Frequency: daily

Scope of Work

- Dust all surfaces including shelves, desks, and equipment.
- Sanitise high-touch areas such as door handles, light switches, and telephones.
- Vacuum carpeted areas and spot clean as necessary.
- Mop hard floors using a damp mop and appropriate cleaning solution.
- Empty rubbish bins and replace liners.
- Ensure all cleaning is conducted using a colour-coded system to prevent cross-contamination.
- Maintain a clean and organised cleaning trolley.

Method

1. Prepare cleaning trolley with appropriate supplies and ensure all equipment is in good working order.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Sanitise high-touch areas with a hospital-grade disinfectant, allowing appropriate contact time.
4. Vacuum carpeted areas thoroughly, paying special attention to corners and edges.
5. Mop hard floors using a two-bucket system to ensure clean water is used throughout the process.
6. Empty rubbish bins, replace liners, and ensure bins are clean and odour-free.
7. Inspect the area to ensure all tasks are completed to the required standard.

Equipment

- Microfibre cloths
- Hospital-grade disinfectant
- Vacuum cleaner with HEPA filter
- Mop and bucket (two-bucket system)
- Colour-coded cleaning supplies
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust. High-touch areas are sanitised with no visible residue. Floors are spotless with no marks or stains. Rubbish bins are empty and odour-free. Cleaning trolley is organised and stocked.
Good	Surfaces are mostly clean with minimal dust. High-touch areas are sanitised with slight residue. Floors have minor marks. Rubbish bins are empty but may have slight odour. Cleaning trolley is mostly organised.
Pass	Surfaces have some dust accumulation. High-touch areas are sanitised but with visible residue. Floors have noticeable marks. Rubbish bins are not emptied regularly. Cleaning trolley is disorganised.
Fail	Surfaces are dusty and unclean. High-touch areas are not sanitised. Floors are dirty with stains. Rubbish bins are full and odorous. Cleaning trolley is unorganised and lacking supplies.