

Policy and Procedure

Supersedes:			Policy Number:	
			Page:	1 of 2
Subject:	Telephone Communication			
Department(s)	Practice		Current Effective Date:	
			Last Review Date:	
			Original Effective Date:	
			Next Review Due Date:	

PURPOSE:

To provide guidelines on handling telephone calls to the facility

POLICY:

Telephone calls will be handled professionally and promptly.

PROCEDURE:

1. Staff will be educated on proper telephone etiquette
2. Telephone calls will be answered promptly and properly:
 - Identify the office and yourself
 - Verify the name of the caller so the call can be personalized
3. Telephone lines and telephone staff will be periodically assessed by administration to ensure there is sufficient staff and telephone lines to handle the volume of incoming telephone calls
4. Patients will not be placed “on hold” without first determining if a medical emergency exists.
5. Transfer phone calls only after providing an explanation to the caller why the transfer is necessary.
6. All communication in the healthcare facility is confidential. When mentioning a patients name use discretion.
7. Inform patient when provider/nurses are likely to return telephone calls.
8. Forward calls regarding medical condition or symptoms to nursing staff. Nursing staff will follow the clinics guidelines or discuss with provider. The following information is considered to be the minimum information gathered:
 - Date and time of the call
 - Patient name and chart number
 - Phone number of the patient
 - Reason for call
 - Status of the call (e.g., urgent, returned call, please call back, etc.)
 - Patient instructed to call back time
 - Name of person taking the message

RELATED POLICIES:

None

SOURCE DOCUMENTS AND REFERENCES:

None

