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|  TELEPHONE COMMUNICATIONS AND COURTESY | NO. 678 |
| POLICY:The facility staff serves as the primary communication link between the patient care unit, the facility, and the community. It is staff’s responsibility to handle communications in a prompt, courteous, and professional manner.PROCEDURE:1. Telephone Communicationsa) The phone should be answered on the first or second ring - giving your department, your name, and state "May I help you please?"b) Have a pad and pencil at hand to take a message.c) If you have to put the caller on hold - ask, "May I put you on hold?" Status reports should be given every 30 seconds to the caller placed on hold. Give the appropriate individual the message that they have a call.d) Let the caller who is placed on hold know ahead of time reasons for the delays for long periods of time, and, if they wish to continue holding, provide status reports frequently.e) Verify information by repeating numbers and spelling names when taking messages. Take time to make sure information is correct and complete to avoid serious errors, particularly lab results or other reports which impact on the care of patients.f) If calls are placed to physicians, make sure the nurse is available to speak to the physician.g) Protocols on protecting patient confidentiality must be adhered to.2. Telephone Courtesya) It is the responsibility of personnel to maintain a high level of professionalism and courtesy when communicating by telephone with physicians, patients, visitors and ancillary services throughout the facility.b) Telephone courtesy is a reflection to the community of the facility. Staff shall be considerate of the caller and recognize the importance of completing the communication linkage between the caller and the individual being called.c) Inquiries for potential admissions shall be directed to the Director of Admissions. |
| Approved: | Effective Date: | Revision Date:3/17 | Change No.: | Page: 1 of 1 |