



Zoom Phone Roll-Out

The greeting is the caller's first impression. It sets the tone for the rest of the interaction. Please utilize the following phone greeting:

1. Salutation
2. Department
3. BA Name

Please see the following script:

"Good Morning/Good Afternoon/Good Evening,

Mount Sinai Hospital Emergency Department this is (Name of BA) speaking, how may I help you?"

- Identify who the caller is and what the request is.

"Can I please place you on a brief hold while I transfer the call?"

Please see list of scenarios below:

- If the call is for a RN, PA, MD –
 - Follow BA Communications Workflow
- If the call is for an Admitted Patient –
 - Hospital Team Member – Transfer to RN
 - Family Member- Take a message and send message to the Whole Care team including IP providers
- If the call is from Transfer Center –
 - Transfer to PIC (listed in EPIC)
- If the call is from a prior patient request for information (test results, questions, etc)
 - Transfer to PAIC
- If the call is for other clinical information:
 - Take a message and convey the message to PAIC via EPIC Secure Chat