

**ODCHC VOICEMAIL****OPS.047**

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| Approved By:  | Chief Operations Officer | Adopted Date:     | 04/02/03 |
| Distribution: | All ODCHC Staff          | Revision Date(s): | 4/18/12  |

**PURPOSE:**

To define expectations for employee use and handling of ODCHC voicemail boxes.

**POLICY:**

Each employee that receives an ODCHC voicemail box is responsible for maintaining his or her own voicemail box, as follows:

1. The employee is required to check his or her voicemail box regularly. The employee has a responsibility to document and route any patient messages received on voice mail according to clinic procedures regarding the handling of patient messages.
2. The employee is required to keep an accurate greeting message on his or her voicemail box. The greeting message must include the following:
  - a. Employee's name and title,
  - b. Employee's regular working schedule,
  - c. Option to dial "0" to speak to someone during regular business hours,
  - d. For employees that receive, or might potentially receive, voicemail messages from patients, there should also be a statement indicating the expected length of time for a return call, and a reminder that voicemail should not be relied upon for urgent medical matters.
3. It is expected that appropriate measures will be taken when an employee is out of the office for more than one work day from his or her regular schedule. Such measures might include:
  - a. The employee changes his or her greeting to reflect the days he or she will be out of the office and to redirect patients to the operator, or
  - b. The employee makes arrangements to have another employee check his or her voicemail box regularly.
4. It should be understood that there is no inherent expectation of employee privacy regarding his or her ODCHC voicemail box. While it is not ODCHC policy to routinely monitor voicemail, ODCHC reserves the right to reset voicemail passwords and/or to access employee voicemail boxes in keeping with the goals of item 3 above.

Approved:



Cheyenne Spetzler  
Chief Operations Officer