
 OSPITAL NG PARAÑAQUE 		Document Code: OSPAR-ADM-TO- 002
		Issue Date:
ADMINISTRATIVE DIVISION APPROVAL MATRIX		Section / Department TELEPHONE OPERATOR SECTION
Policy Title: POLICY ON HANDLING OF TELEPHONE MESSAGES		Page No. 3 of 2
Prepared By: Carmi S. Torio OIC - Telephone Operator	Reviewed By: Arnaldo S. Cortes, RN Administrative Division Head	Reviewed and Approved By: Darius J. Sebastian, MD, MPH, PHSAE Hospital Administrator Jefferson R. Pagsisihan, MD, MHM Hospital Director

OBJECTIVES:

This policy shall describe the proper documentation and relay of all messages sent and received through the hospital's telephone.

COVERAGE:

This policy shall cover policies for employees under the Hospital Emergency and Communication Office.

RESPONSIBILITIES:



- I. Telephone operators shall be responsible for accepting and relaying all messages with accuracy; he/she shall document each message separately for future references; to provide a general listing of all referral institutions and their correct and updated telephone numbers for faster link when needed.
- II. It shall be the responsibility of all Divisions to follow the rules for proper course of action on all messages as stipulated in this policy.

POLICY:

This policy shall provide the precise formatting of all messages, incoming and outgoing, so as to assure that each is relayed with accuracy.

PROCEDURE:

1. Any outgoing message shall contain the following important information: from and to who the message is for, the date and time it was sent, concise message and to indicate if a return call is needed. This is to be written legibly so as to allow the telephone operator to be able to send messages accurately.
2. Any incoming call that may need to be relayed to a particular section or person presently unavailable may be received by the telephone operator, only if the caller consents to providing the necessary information. A message may be asked to be relayed so that he/she shall log this separately so as to eliminate confusion and no recall. Format as above shall be applied.

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3. This same formatting is applied even in cases when messages are relayed through a mobile telephone.
4. Any incoming and outgoing fax, letter, or laboratory result be given to the particular section or person concerned. She shall log it separately as to determine if the fax/letter was properly endorsed to the area or person.
5. When paging an important announcement, the telephone operator on duty must write legibly and she shall log it for reference.
6. These messages shall be documented in logbooks separate from each other.

Implementation Date:

Implemented since 1979

Schedule for Policy Review:

Reviewed periodically as necessary

Last Reviewed:

March 2011

July 2018

September 2022