

# ADMIN-GENERAL SERVICES SECTION

## POLICY ON TELEPHONE OPERATOR SERVICE

ADMINISTRATIVE DIVISION APPROVAL MATRIX POLICY NO. ADM – TELEPHONE OPERATOR – 001	
Reviewed by:	Reviewed by:
Josephine S. Pagsuyuin OIC - Telephone Operator	Anna Katrina Venice L. Rodriguez, RN, MMHoA, C.H.A Administrative Division Head
Approved by:	Approved by:
Jefferson R. Pagsisihan, MD, MHM Hospital Administrator	Ephraim Neal C. Orteza, MD, MHA Hospital Director
Date of Last Review: July 2018	

**OBJECTIVES:** This policy shall review the effective and acceptable use of the telephone and the proper decorum that its Operators should exemplify

**COVERAGE:** This policy shall cover this section.

**RESPONSIBILITIES:**

- I. It shall be the responsibility of the Telephone Operators to implement the guidelines set in this policy to maximize the use of the telephone as a major tool of communication for the hospital.
- II. It shall be the responsibility of it Section Head to monitor the implementation of this policy and to ensure that it is followed to the letter.

**POLICY:** This policy shall enforce the proper guidelines for the proper handling of the telephone as a tool of communication for this organization.

**PROCEDURE:**

- I. Personnel tasked to handle all types of messages for relay through the telephone should be able to create an impression of oneself and the organization through the manner of speaking.
- II. He/She shall show respect in his/her daily interactions with others through this medium. HE/She shall always use opening words such as "How may I help you?" and ending with "Thank you!" or in the vernacular language.
- III. When answering a call. He/she identifies himself/herself first and the organization they represent prior to taking the message.

- IV. When making an outbound call, he/she must promptly state their name, the organization they represent the purpose of the call and politely terminate the call if the prospect does not wish to take the call.
- V. When he/she is expecting an urgent call and says upfront, it is impolite to put the person to whom you are speaking on hold while you take the other call. Then explain to the incoming caller that you are in another line and will call him/her back shortly. Then quickly return to the first person.
- VI. Callers should have to wait an unreasonably long time before one answer the call or appropriately handled, except during times that the organization is receiving higher than expected call volume. He/She shall see to it that if needed to attend to an urgent need, he /she shall have to leave it unattended for no longer than five (5) minutes. Otherwise, must have a responsible reliever.
- VII. He/She ensures that the telephone is limited for authorized calls only; that all non-urgent calls be limited to three (3) minutes only.
- VIII. He/She shall not allow unauthorized personnel or visitors within his/her workplace. If needed, transact unrelated business outside of workplace.

**Implementation Date:**

Implemented since 1979

**Schedule for Policy Review:**

Reviewed periodically as necessary

**Last Reviewed:**

March 2011

July 2018

## ADMIN-GENERAL SERVICES SECTION POLICY ON HANDLING OF TELEPHONE MESSAGES

ADMINISTRATIVE DIVISION APPROVAL MATRIX POLICY NO. ADM – TELEPHONE OPERATOR – 002	
Reviewed by:	Reviewed by:
Josephine S. Pagsuyuin OIC - Telephone Operator	Anna Katrina Venice L. Rodriguez, RN, MMHoA, C.H.A Administrative Division Head
Approved by:	Approved by:
Jefferson R. Pagsisihan, MD, MHM Hospital Administrator	Ephraim Neal C. Orteza, MD, MHA Hospital Director
Date of Last Review: July 2018	

**OBJECTIVES:** This policy shall describe the proper documentation and relay of all messages sent and received through the telephone.

**COVERAGE:** This policy shall cover this section.

**RESPONSIBILITIES:**

- I. It shall be the responsibility of the Telephone operators to accept and relay all messages with accuracy; to 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 whom the message is for, date and time sent, concise message and to indicate if return call is needed. This is to be written legibly so as to allow the telephone operator to be able to send message 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, if caller so desired. 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.

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 important announcement, telephone operator on duty must write legibly and she shall log it for reference.
6. These messages shall be documented in logbooks separate of each other.

**Implementation Date:**

Implemented since 1979

**Schedule for Policy Review:**

Reviewed periodically as necessary

**Last reviewed:**

March 2011

July 2018

Administrative Division