
 OSPITAL NG PARAÑAQUE 		Document Code: OSPAR-ADM-TO-001
		Issue Date:
ADMINISTRATIVE DIVISION APPROVAL MATRIX		Section / Department
Policy TITLE: POLICY ON PROPER GUIDELINES THE PROPER HANDLING OF THE TELEPHONE AS A TOOL OF COMMUNICATION		TELEPHONE OPERATOR SECTION
		Page No. 1 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 consist of the effective and acceptable use of the telephone and the proper decorum that its operators should embody and exemplify during work hours.

COVERAGE:

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

RESPONSIBILITIES:



- I. The Telephone Operators shall be responsible for implementing the guidelines established through this policy to maximize the use of the telephone as a major tool of communication for the hospital.
- II. The Section Head shall be responsible for monitoring the implementation of this policy and to ensure that it is followed to the letter.
- III. The entire Hospital Emergency and Communication Office shall be responsible for utilizing the hospital's communication tool in connecting patients to the concerned offices, and relaying vital information among the hospital personnel.

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. Operators must show respect in his/her daily interactions with others. He/She must 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, operators must identify himself / herself first and the organization they represent prior to taking the message.

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- 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 the operator 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. Operator in-charge must explain to the incoming caller that you are in another line and will call him/her back shortly.
- VI. Callers should not have to wait an unreasonably long time before they are attended to, except during times that the organization is receiving higher than expected call volume. Operators must see to it that if needed to attend to an urgent need, he /she shall have to leave the office unattended for no longer than five (5) minutes. Otherwise, the operator must have a responsible reliever.
- VII. The operators must ensure that the telephone is limited for authorized calls only; all non-urgent calls be limited to a maximum of three (3) minutes only.
- VIII. The operators shall not allow unauthorized personnel or visitors within his/her workplace. If needed, they must deal with unrelated business outside of the workplace.

POLICY ON ATTENDANCE:

- I. The operators shall observe policies that would monitor their attendance and tardiness throughout their duty. He/ She must come on time for their respective shift.
- II. The operators must also submit their monthly monitoring sheet on time.
- III. Members of the office shall also be present during monthly and emergency meetings.
- IV. Should any of the policies regarding attendance and tardiness be violated, employees must be subject to the following disciplinary actions:
 - A. On their first offence, he/she must be given a verbal warning.
 - B. On their second offence, he/she must be given a written warning.
 - C. On their third offence, he/she must be issued a memorandum.