

TELEPHONE ETIQUETTE- GENERAL GUIDELINES

Scope: All Employees/Volunteers

Key Actions & Words

Answer telephone calls within three rings. Speak distinctly in a moderate voice that conveys helpful approach, say: *"Good morning/evening. This is (unit name). My name is (your name). How may I help you?"*

If caller must be placed on hold, ask if OK, wait for a response and inform the caller how many calls are ahead of them.

Answer a caller's questions promptly. If you can't help, offer to transfer their call if appropriate but do not pass calls around from department to department.

Take a message and be sure it reaches the appropriate person.

When inquiring about a caller's identity, say: *"May I ask who is calling please?"* or *"Who may I say is calling?"*

End the call by asking *"Is there anything else I can help you with?"* or by saying *"Thank you for calling, have a pleasant day."*

Difficult Call

If the caller's problem is unresolved, say: *"I apologize that I am unable to resolve your (concern issue/etc.). May I take your number and have a member of our management team (or the patient rep.) return your call as soon as possible?"*

Refer the call to the appropriate person as soon as you hang up.

"Good (morning, afternoon, or evening) _____ Hospital, (your dept), this is (name), how may I help you?"

If you cannot hear or understand the caller

I'm sorry I couldn't hear you or did not understand you; would you please repeat that for me?

If you still cannot hear or understand the caller

Would you mind spelling (_____) for me?

Transfer Calls

"What Person/Dept would you like to reach? (Identify/verify location of patient/dept.) I am transferring you to (Dept name or person) at (give the caller the phone number), you may want to write this number down in case we become disconnected."

- Transfer the call.
- Remain on the line, explain caller's needs.
- Disconnect