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Customer Service

Introduction Customer Service is defined as the assistance and advice provided to those members and their families who use our services.

Scope This reference is intended for any front line laboratory workers who are in direct line contact with members and their families.

Safety Precautions Refer to the Safety Manual for general safety requirements.

Guidelines Practice AIDET:

- Acknowledge the member – and use their preferred name as displayed in KP HealthConnect
- Introduce yourself – use your NAME.
- Duration – let the member know how long the wait may be.
- Explanation – explain to the member what is being done today.
- Thank the member – ask: “Is there anything else that I can help you with?”
- Place the customer needs first.
- Always smile.
- Use age appropriate greetings.
- Be positive and honest. The correct answer is never “I don’t know”, unless you add, “but I can find out for you”.
- Treat the customer with courtesy and respect.
- Never argue with the customer.
- Make direct eye contact and use their name.
- Be confident, polite and friendly.
- Communicate clearly.
- Help out where needed.
- Listen to the customer.

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Customer Service, Continued

**Guidelines,
Cont.**

- Use words like: Yes, Thank You, Please, Welcome and Good Morning.
 - Ask follow up questions – for instance:
 - Do you need more information about the instructions I just gave you?
 - Do you understand how to collect your specimen?
 - Do you need directions to the Pharmacy or Radiology?
 - Is there anything else I can do for you?
 - Inform the customer that they can view their results in kp.org.
 - Handle complaints and angry customers by:
 - Controlling the situation.
 - Acknowledge the dilemma.
 - Refocus the conversation.
 - Problem solve so the customer leaves happy.
 - Use A-HEART when service does not meet expectations:
 - Apologize without passing blame or making excuses.
 - Hear by listening to concerns without criticizing.
 - Empathize by looking at the situation through the customer’s eyes.
 - Ask what can be done to make the situation better.
 - Resolve the problem before it becomes a complaint.
 - Thank the customer for expressing a concern.
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**Non-
Controlled
Documents**

- Kaiser Permanente AIDET Guidelines
 - Kaiser Permanente South Bay Medical Center Culture of Caring Behavior
 - Internet search on “Customer Service”
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**Controlled
Documents**

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Signature Manifest

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Review

Name/Signature	Title	Date	Meaning/Reason
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