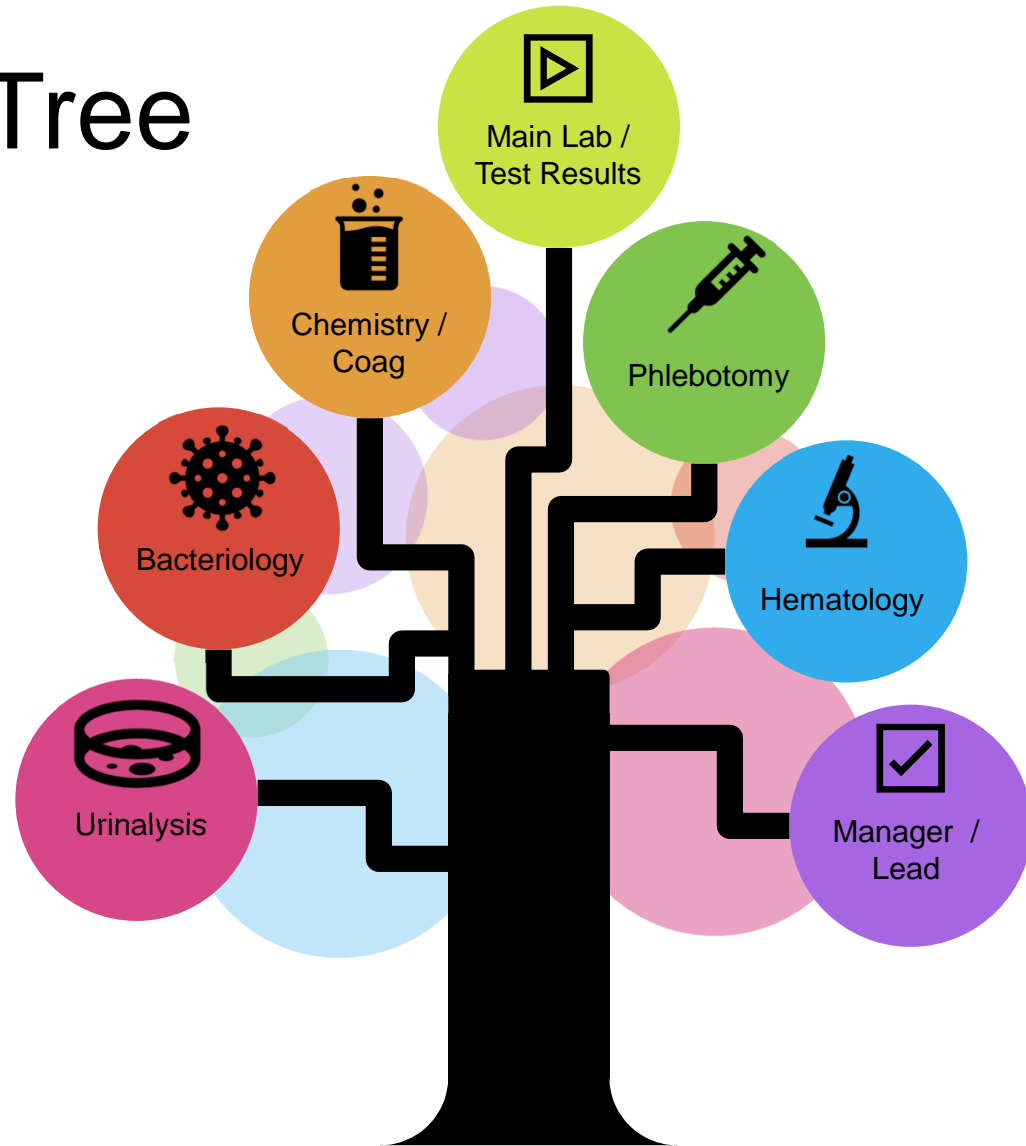


# LAMC Phone Tree

In-Service



# What is a phone tree?



One of the most basic call treatments is a phone tree, which is a greeting followed by a menu of options that allows a caller to select the “route” of the call. Calls can be routed to phone numbers, other menus, greetings, and automatic call distribution (ACD) scripts.



## Objective:



- 1. Improve response to picking up phone calls**
- 2. Direct caller to correct extension**
- 3. Reduce # of transferred calls**
- 4. Reduce time on hold**

# Impact

1. **Expectations with Care Experience through our phone etiquette and the service we provide with internal and external customers.**

2. **Scripting: 4 elements**

**Greeting      Introduce yourself      Lab Dept Area      Inquiry**

**i.e. *“Good Morning, This is the Main Laboratory My name is Anthony. How may I help you?”***

3. **Every effort must be made to address the needs of the caller when a call is answered in order to avoid transfer**

4. **Utilize resources and features available**

5. **Reduce time on hold**

# Main Menu Prompts



*X 4961 no longer available*

***Thank you for calling Kaiser Permanente Los Angeles Medical Center Main Laboratory.***

**If you are a patient**

***If you are a doctor, nurse, clinician or employee***

***To repeat this information.***



Clerical Area



Sub-menu



GO LIVE



**Tuesday**

**January**

**10**

**2023**

**9:30 – 10:30 AM**

# Sub-Menu Prompts

<b>Phlebotomy or assistance with Bone Marrow</b>	<b>1</b>	Dispatcher
<b>Pneumatic tube carriers, add-on tests, or results</b>	<b>2</b>	Routine/Clerical
<b>Hematology</b>	<b>3</b>	
<b>Bacteriology</b>	<b>4</b>	
<b>Urinalysis</b>	<b>5</b>	
<b>Chemistry/Coagulation</b>	<b>6</b>	
<b>Manager/Lead</b>	<b>7</b>	Manager Wireless
<b>To repeat this information</b>	<b>9</b>	
<b>To return to the main menu</b>	<b>#</b>	


# Resources

MasterControl Policy LAMC-PPP-143



KP Learn Module

1 Result found for 'cisco'



[CISCO Training Access for KP Employees](#)  
SUCCESSFUL

Course (1 class)

This class provides KP Employees and Contractors access into the Cisco End User Training site. The training for Cisco devices and software which includes Jabber, Telephones, Cisco Agent, and Supervisor Training

0 USD

CISCO Phone User Guide

