LAMC Phone Tree

GO LIVE

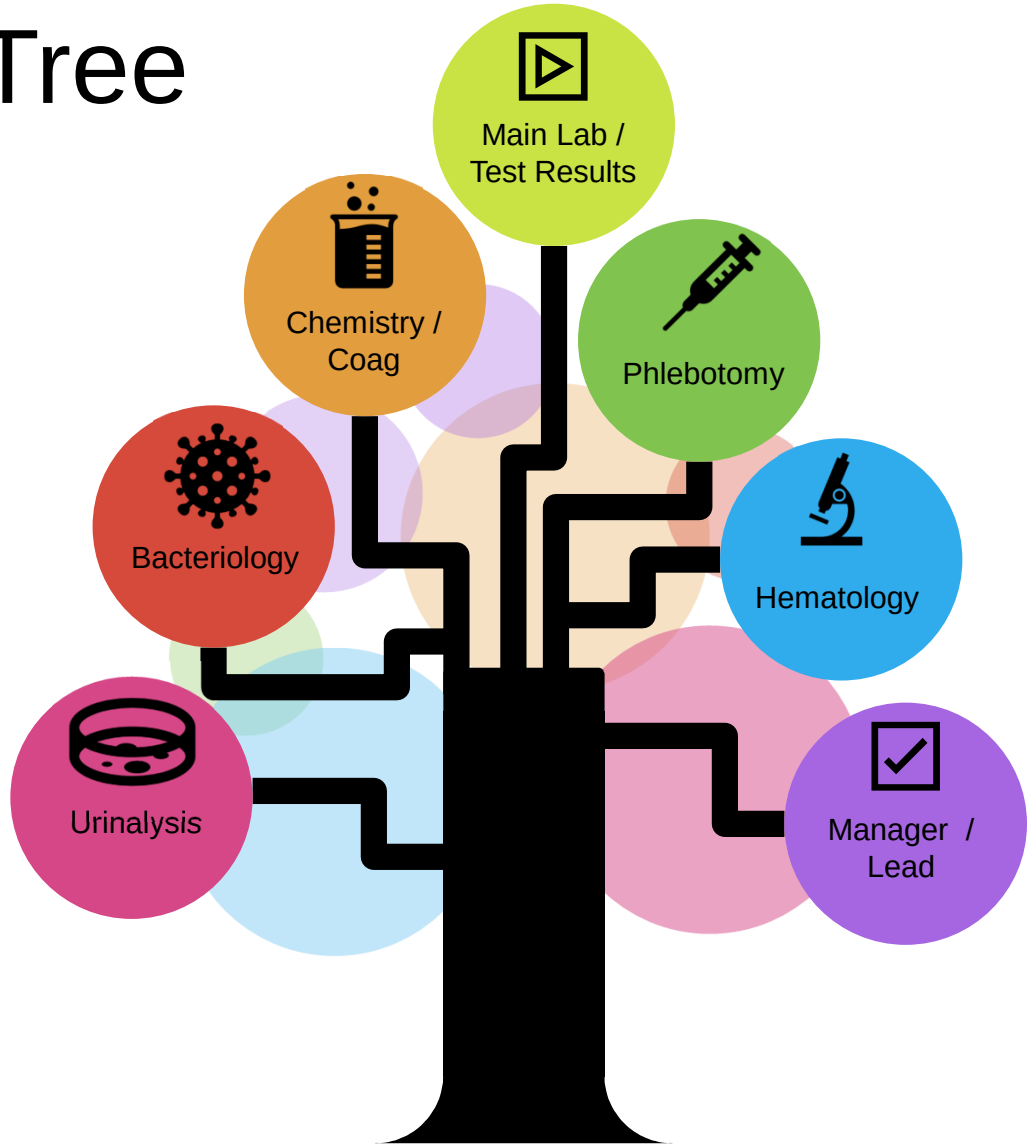
Tuesday

January

10

2023

9:30 – 10:30 AM



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	1	Clerical Area
If you are a doctor, nurse, clinician or employee	2	Sub-menu
To repeat this information.	9	

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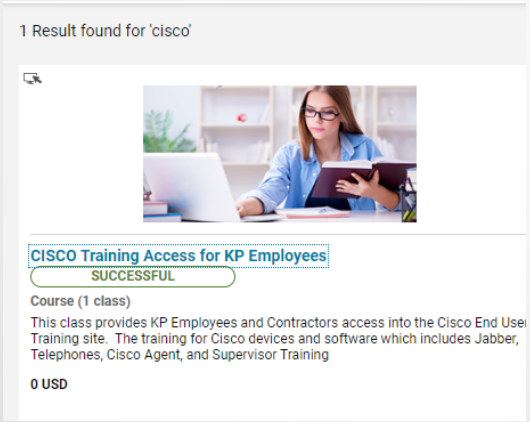
Sub-Menu Prompts

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

Resources

MasterControl Policy LAMC-PPP-143

KP Learn Module



CISCO Phone User Guide