

Beaumont

Origination 5/26/2020
Last Approved 5/13/2024
Effective 5/13/2024
Last Revised 5/13/2024
Next Review 5/13/2026

Document Contact Kimberly Cole:
Spec, Operations
Area Laboratory-
Operations
Applicability Dearborn, Taylor,
Trenton, Wayne

Laboratory Telephone Etiquette

Document Type: Procedure

I. PURPOSE AND OBJECTIVE:

To provide directions to achieve the highest level of excellence in customer service when using the telephone.

II. PROCEDURE:

A. Greeting

1. State Corewell Health and then (Service or Building name), "this is (full name), how may I help you?" End the call considering the recommended close: "Thank you for calling Corewell Health".
 - a. Example: Corewell Health Dearborn, this is Jane Doe, how may I help you?"
 - b. Example: Corewell Health Blood Bank, this is Jane Doe, how may I help you?"

B. Telephone Etiquette

1. Strive to answer the phone within three rings 90% of the time.
2. Do not talk while picking up the receiver to answer the phone. Remember, while picking up the receiver to answer the phone, the caller can hear what is being said.
3. If you have a hand-free telephone, do not push the line button to answer a call while conversing with someone else. The person on the other end of the line hears the entire conversation instead of a proper greeting.
4. Find out the nature of the call and attempt to provide information to caller without having to transfer call. Attempt to address most calls without the need to transfer.

5. Upon completion of a call ask: "Is there anything else I can do for you?"

C. Transferring Calls - Etiquette

1. Ask permission to transfer the caller (e.g. "May I transfer your call?"). Wait for the caller to respond. Thank the caller before transferring the call.
2. Provide the caller with the person's name, number and the department where you are transferring their call. (e. g. "I am going to transfer you to Ida in Cytology. If the connection does not go through, the direct number is 555-5555.")
3. Do not give the number to the person on the phone for them to call back. (e.g. "You can talk to Sam by calling 555-1234.") Complete the transfer yourself.

D. Placing a Caller On Hold

1. Ask permission to put the caller on hold. (e.g. "May I put you on hold while getting the information I need to answer your question?") Thank them.
2. If the caller has been on hold for more than approximately one minute, ask them if they would prefer you to call them back or continue to be on hold. (e.g. "It is going to take me a few more minutes to gather the information you need. May I take your number and call you back?")
3. If the caller says they do not want to be put on hold, ask for their number and what information they need. Tell them you will call them back with the information that they need after you have had a chance to look into their request. (e.g. "May I take your number and return your call as soon as I have the information that you requested?")
4. If the caller refuses to give you their number, apologize and say that you will have to put them on hold in order to get the information they are requesting. (e.g. "I am sorry but I'll need to put you on hold in order to gather the information that you are requesting.")

E. Taking Messages/ Sending to Voice Mail:

1. Ask the caller if they would like you to take a message or if they would prefer to leave a voice mail. (e.g. "If you like, I can take a message or I would be happy to transfer you to Steve's voice mail.") Transfer the call so the caller will be able to leave the voice mail.
2. Have a paper and pencil by each phone so that you are prepared to take a message.
3. Make sure that you take a complete message: Full name, telephone number with area code. Let the caller know if the person will be out of the office for an extended time so they don't think the message was lost. (e.g. "Jill is going to be out of the office for the afternoon but I'll make sure she receives your message as soon as she gets in tomorrow morning.")
4. If someone gets a call while they are on break, in the bathroom, having an attack of the hiccups, etc. say they are unavailable to receive a call. Always put the caller on hold prior to checking.

F. Prioritize Calls

1. Use the first come, first serve rule. Exception would be an emergency.
2. A person who has come to the lab should have your full attention. If possible, have someone else answer the phone while you are helping the visiting customer.
3. If no one else is available to answer the phone while you are helping a person who has come to the lab, answer each call and ask the caller if you could take their number and call them back.

G. Media Relations Policy

1. If you get a call from any media (newspaper, television, radio, magazine, etc.) immediately contact the External Communications and Media Relations Department. During normal business hours, Monday through Friday 8:00 a.m. - 5:00 p.m., all **news media** calls should be directed to 248-551-0740. After normal business hours, a staff member is always on-call for Media Relations 24/7, 365 days a year. To reach the on-call staff member, please call the Corewell Health operator at 248-898-5000.

Approval Signatures

Step Description	Approver	Date
Medical Directors	Jeremy Powers: Chief, Pathology	5/13/2024
Medical Directors	Muhammad Arshad: Chief, Pathology	5/7/2024
Policy and Forms Steering Committee Approval (if needed)	Kimberly Cole: Spec, Operations	4/25/2024
Site Laboratory Leaders	Christopher Ferguson: Dir, Lab Operations B	4/25/2024
	Kimberly Cole: Spec, Operations	4/24/2024