

**UC DAVIS HEALTH
Customer Service Standards**

UCDH, a diverse community of faculty, staff, trainees and partners, aspires to be a health-care provider of choice offering leadership and achieving excellence in medical education, research and high-quality compassionate clinical care. To align with this vision and the organization's mission of discovering and sharing knowledge to advance health, faculty and staff adopt and demonstrate these standards in their daily interactions with all customers. Customers include not only patients, visitors and members of the public, but all colleagues and co-workers throughout the Health System.

Demonstrate a Caring and Interested Manner

- Listen carefully to customers' questions and concerns; paraphrase their statements; seek feedback.
- Maintain an appropriate level of eye contact, as determined by situational and cultural factors.
- Handle telephone calls and in-person contacts in a friendly, courteous and sensitive manner. Promptly acknowledge customers with a smile. Provide an indication that they will be helped as soon as possible.
- Take complete and accurate messages and provide to recipients in a timely way. Respond to own voicemail and email messages promptly.

Problem-Solving with Customers

- Promptly and courteously provide the information and services requested by customers.
- Take the initiative to seek assistance from others. Inform customers of the need to do so. Explain who is being called upon to help. Ensure a smooth transition to other parties.
- Provide consistent and timely follow-through which to address all customer requests in a way that minimizes inconvenience to all parties.
- Anticipate customers' needs and, within scope of practice and authority, take initiative to meet those needs. Keep customers informed.

Create an Environment In Which Customers Feel Valued and Respected

- Adhere to all standards of confidentiality and ethics at all times. Refrain from discussing customers or personal matters within customers' hearing.
- Maintain a composed demeanor when interacting with all customers, including those who are ill, angry, confused, or emotionally distressed.
- Make every attempt to defuse potentially volatile situations: speak calmly and firmly, express compassion and understanding, provide constructive feedback.
- Seek assistance from co-worker, supervisor, physician or other appropriate person when immediate resolution is not forthcoming.
- Help patients and other customers feel comfortable by respecting their autonomy, privacy and dignity.

Teamwork

- Interact in a collaborative way with staff and faculty of own department and all other UC Davis Health departments.
- Use judgment to exercise delegated authority to work with others in a proactive way to troubleshoot operational and programmatic problems.
- Resolve differences in a spirit of cooperation. Help to create solutions which benefit all parties.
- Recommend changes to policies, procedures, and department environment to enhance the ability to provide optimum customer service.

Job-Related Knowledge and Skill

- Maintain current knowledge and skill levels to ensure competent job performance and provision of the highest quality customer service.
- Provide explanations (within scope of practice and delegated authority) to patients and other customers about upcoming exams, procedures and other actions, using terminology and phrasing that is responsive to and appropriate for customer's age, language skills and emotional state.

Supervisors and Managers

- Serve as role model. Demonstrate a customer-service orientation and hold self accountable for achieving service excellence.
- Build a staff committed to service excellence by hiring service-oriented employees and establishing and clearly communicating to staff the service expectations for which they will be held accountable.
- Create a strong customer service team by encouraging collaboration and cooperation in problem-solving and program development.
- Continually monitor the success of customer service provision and provide necessary feedback, training and coaching to staff.
- Actively identify opportunities for customer service improvement. Initiate communication and problem-solving with peers, facilitating cross-departmental collaboration and negotiating solutions which serve the best interests of UC Davis Health and its customers.
- Create timely, organized and effective systems for handling complaints, systems problems, and process improvements. Focus on problem prevention and creative solutions which place the highest priority on excellent customer service.

I have read and understand these customer service standards, and I understand that I will be held accountable for meeting them.

Employee Name (please print)

Employee Signature

Date

Employee Job Code and Job Title

Employee Department

Position Control #

Supervisor Name (please print)

Supervisor Signature

Date

Original to employee's department personnel file 1 copy to employee 1 copy to supervisor

Revised 6/3/2016