**Purpose**

To describe the guidelines for telephone communications with internal and external customers of the HMC Transfusion Service Laboratory.

**Policy Statement**

In order to standardize polite customer service, and enhance the quality of patient care, the HMC Transfusion Service Staff will use the TSL Department telephone scripts for telephone communications with

Internal and external customers.

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| **Answering Telephone Calls**  |
| 1. | * Answering phones are a priority.
* Phone should never ring more than three times before being answered.
* Answer with following script:

**“Harborview Transfusion Service, this is (YOUR NAME). How may I help you?”** |
| 2. | Standardization and providing information immediately as to location and speaker is not only courteous but efficient and helpful, should any issues arise later. |
| **Making Telephone Calls to Internal and External Customers** |
| 1. | * Always identify yourself immediately as follows:

**“Hi, this is (YOUR NAME), in the Transfusion Service”*** If the person who answers does not identify themselves, ask the following:

**“Who is this, please?”** |
| 2. | * Proceed with the reason for your call.
* Document the name of the person to whom you spoke when appropriate.
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| **Placing callers on HOLD** |
| 1. | * If absolutely necessary, you may have to ask if you can place the caller on hold:

**“ May I place you on hold for a moment?”**  |
| 2 | * Do not leave anyone on hold for more than 1 minute.
* When you return, thank them for holding:

**“Thank you for holding.”** |

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| **Transferring Calls**  |
| 1. | * Tell the caller you have to transfer their call:

**“I am transferring your call to (NAME OF Recipient) at EXT** **(XXXXX)** (the extension will be 5 digits, i.e. for TSL 4-3088)* By giving them the extension, you give them the option of dialing directly should the call be lost. i
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| 2. | * Without hanging up, punch the TRANSFER button.
* Dial 4-XXXX for HMC numbers, or 8-XXXX for UWMC numbers.
* Wait until the person you transferred the call to answers the phone before hanging up, or the call will be lost.
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