MHO Phone Etiquette:

• Identify yourself and smile as you answer the phone to transmit a positive attitude. It is very important to speak clearly, slowly and in a cheerful, professional voice.

• When answering the phones, use the following phrasing:
  “Good morning/afternoon – My Health Onsite. This is (Karen). How may I help you today?”

• When leaving a voicemail, use the following phrasing:
  “Hello. This is (Karen) with the Employee Health & Wellness Center. Please call us back at 888-644-1448 and ask the call center to put you through to “staff name” at the office. Again, that number is ###-####.

• When reaching a patient by phone, begin the conversation with the following as an example:
  “Hello. This is (Karen) with the Employee Health & Wellness Center. May I speak with (patient name / Charlie Brown)?” (Hello. This is Charlie). “Hi Charlie. This is (Karen) with the Employee Health & Wellness Center. Would you please be so kind as to verify your last name and date of birth?”

• If the patient seems confused about the Employee Health & Wellness Center, remind them “Dr Mojicar (or Chelsie Mangum, your nurse practitioner) from the Osceola County Sheriff’s Office health center.”

• Address the patient properly by his or her title. (i.e. “Good morning, Mr. Brown”). You may also use a nickname if provided, (i.e. “Good morning, Chuck”).

• Use your normal tone of voice when answering a call. If you have a tendency to speak loud or shout, please be mindful of your voice (tone and volume) when speaking to patients.

• Do not eat, drink or chew gum while you are answering the telephone or interacting with patients.

• Do not make a habit of receiving personal calls at work. Always assume you are within earshot of patients.

• Do not use slang words or poor grammar. Respond with “YES” or “NO”, and never use swear words.

• Carefully listen to patients to understand their main concern. Try not to interrupt them or speak over them.

• Learn how to handle several callers simultaneously with ease and grace. Try not to give the impression you are rushed. Before placing a caller on hold, ask their permission and thank them. For example:“Good morning – My Health Onsite. This is (Karen). May I please place you on a brief hold?” (Yes) “Thank you!”

• If you have any doubts about how to answer a particular question (one that requires confirmation from a supervisor), do not attempt to resolve the issue at that moment. Rather than having the patient wait or giving the patient unconfirmed information, it’s preferable to contact the patient later in the day with the confirmed answer.

• Do not forget to return the call as you promised. Address your Call Back List before the end of each shift.

• Always confirm the phone number where we can leave a confidential message and the best time to have a call returned, especially if another staff member will be returning the call.

• If a caller is upset, never snap back or act defensively. The best response to an irate patient is “I understand” with an empathic, soft tone. Refer them to “the appropriate person” (nurse manager, medical provider, director of clinical operations) “who can address these concerns right away”.

• With a smile and a nod, acknowledge people who are hovering around you or waiting for your assistance while politely indicating you are on a call. You might also say, with eye contact and a smile: “I’ll be right with you”.

• When hanging up the phone, make sure the caller hangs up first.

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