

Title	Telephone Etiquette Standardization	Policy #	01-014
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POLICY

Children's National Division of Diagnostic Imaging and Radiology has established a policy for telephone etiquette standardization to create an atmosphere that promotes professionalism and consistency from each employee's telephone encounter with our customers.

PURPOSE

Our goal is to convey an image that reflects competency, professionalism, safety, child friendliness, service excellence and pride in oneself and in the organization through proper use of telephone etiquette.

PROCEDURE

1. As you prepare to answer the phone, speak clearly.
2. Answer all calls promptly and courteously within 3 rings.
3. Provide proper identification when answering the telephone; include your name, Radiology department and modality/location.

Example: "Good morning/afternoon, Radiology (specify location: Scheduling, Front Desk, MRI, Ortho, Ultrasound, Reading Room, e.g....) this is (your name) speaking, how may I assist (or help) you?"

4. Before placing a call on hold, ask their permission first and thank them for holding.
5. Do not leave a call on hold for more than 2 minutes. If the hold time is going to exceed 2 minutes, update the caller and give them a chance to leave a message or request a callback.
6. If your research is going to take some time, take their number, complete your research, and promptly return their call the same day.
7. Do not interrupt the person while they are talking to you.
8. Do not engage in an argument with a caller. Inform the caller that you are going to place them on hold and get a lead person or manager to assist you.
9. If you need to take a message, get the best number and time to have a call returned. Provide this information to the person that is going to return the call.
10. Before transferring a call, let the caller know who they are being transferred to and the number in case they get disconnected. Do not blindly transfer the call; wait for the other person to answer and explain the reason for the transferred call and then the caller doesn't have to explain the situation again.
11. Handle all calls in a thoughtful, considerate, patient, and helpful manner.

Approved by:

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Date

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Date

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