



RANCHO LOS AMIGOS
NATIONAL REHABILITATION CENTER

Rancho Los Amigos National Rehabilitation Center
POLICY AND PROCEDURE
ADMINISTRATIVE PHYSICIAN SUPPORT OFFICES

**SUBJECT: FORWARDING PHONE LINES FOR
COVERAGE**

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POLICY:

There shall be a procedure for the handling of calls in the event of any APSO team member's absence which ensures that all lines under our scope of responsibility are covered and customer calls are handled efficiently and effectively.

PROCEDURE:

1. When a team member is scheduled to be off, s/he will forward all phone lines to his/her designated backup in advance by following the steps below:
 - a. Pick up the line you want to transfer, DIAL *9
 - b. Dial the extension you want to forward calls to and HANG UP
 - c. Check to ensure that the line was forwarded successfully
2. If a team member calls in and will be absent, the designated backup will forward lines using the steps above.
3. To cancel forwarding, pick up the line and DIAL #9