

ADMINISTRATIVE POLICY AND PROCEDURE

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Subject: MAIL SERVICES

Policy No.: A309

Supersedes: April 7, 2021

Review Date: February 23, 2024

Origin Date: January 1, 1982

Revision Date: February 23, 2024

PURPOSE:

The Mail Services Section in Facilities Management is responsible for sorting of all inter-hospital, County and U.S. mail correspondence within the hospital.

PROCEDURE:

General

Incorrectly Delivered Mail -- If you receive mail that should not have been delivered to your Department/ Service, please take the time to write across the envelope "Delivered to (Department/Service/Room Number) in Error" to avoid possible re-delivery to you.

Preparation of Mail -- Use adequate size envelopes, do not overstuff. Bulky packages should be taped and tied with string. This pertains to inter-hospital mail as well as County and U.S. Postal Service mailing requirements.

Inter-Hospital Mail

When preparing mail for delivery within the hospital, it is important to include addressee's name, Department/ Service, building and room number to ensure prompt delivery.

To maintain a cost-effective mail distribution system, all inter-hospital mail should be routed in used envelopes. For this reason, each Department/Service is required to save envelopes from previously received correspondence. Contact the Mail Room if you acquire a surplus or require more used envelopes.

NOTE: Bulletins, flyers, notices, etc. intended for hospital-wide distribution must be approved through the Public Information office.

Departments are responsible for picking up their mail from the Mail Room, located in JPI Building, Basement B159, between the hours of **9:00 a.m. to 12:00 p.m.** and **1:00 p.m. to 3:00 p.m.** There is a mail drop slot for any mail prior or after pick-up time.

County Mail

Internal Services Department provides messenger service to Rancho once daily for the purpose of picking up and/or delivering mail from other County facilities. To avoid unnecessary delays or the possibility of lost material, please ensure that all County messenger mail conforms to the following format:

1. In the top left-hand of the envelope or section of envelope, place return address information as shown.
2. In the center of the envelope or section of envelope, place information required to expedite County messenger routing and sorting process.

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3. Directly below addressing information, place the pertinent information for direct departmental internal routing as shown.

The overall format should then be as follows:

VIA COUNTY MESSENGER STAMP

From: Department **VIA COUNTY MESSENGER**
 Address
 Sender

To: Department
 Address (Include Building/Room Number of appropriate)
 City
 Attn: Unit/Section
 Person's Name

U.S. Mail - Special Handling

All U.S. mail, which requires special handling, i.e., Registered, Insured, Certified, etc., must be so noted. The mailroom only carries forms for Certified Mail. All other forms can be obtained through the carrier.

International Mail

Any mail leaving the United States must have "International Mail" written on the front of the envelope. Country of destination should be written in English.

Courier Mail (UPS/FedEx, etc.)

Packages arriving from UPS/Fed Ex or other Courier services are delivered daily and logged for tracking purposes. Those with Purchase Orders are redirected to SCO Warehouse for delivery due to logging and tracking through GHX.

Patient Packages/Parcels

Rancho has a duty to provide a therapeutic and safe environment to patients, staff, and visitors. Unless otherwise restricted and in compliance with hospital visiting policy, flowers or food may be delivered to patients during visiting hours. However, to maintain safety, patients are not authorized to receive packages or parcels by mail or by hand delivery to the hospital at any time. All packages or parcels delivered to the hospital for patients will be returned to sender. An exception to this is delivery of patient's medical equipment or delivery of items as authorized by clinicians for therapeutic purposes. The hospital is not responsible for any loss/damage to any patient packages or parcels delivered to or sent back by the hospital.

Personal Mail

Employees are prohibited from sending/receiving personal mail/packages/perishables through the Facility Mail Room. Any items received, will be returned to sender or not accepted.