



Rancho Los Amigos National Rehabilitation Center

INFORMATION MANAGEMENT SERVICES

POLICY AND PROCEDURE

SUBJECT: VOICE MAIL

Policy No.: 404
Supersedes: 3/3/93
Revision Date: 8/24/03
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I. PURPOSE:

To establish procedures and guidelines for procurement of voice mail services.

II. POLICY:

Requests for voice mail services are sent to the Voice Mail Administrator, Voice Communications for procurement after recommendation, evaluation and approval.

III. PROCEDURE:

- A. The requesting department or service shall prepare a Telephone Service Change Request (Available under Forms menu) with written justification. The Department Head of Service Chief must sign the request.
- B. Guidelines to consider when requesting voice mail service:
 - 1. The user is frequently unavailable to answer the telephone and must have a form of communication available to them.
 - 2. The user telecommutes or travels on county business and it is necessary that the user have the ability to receive and/or send messages from/to other county employees or vendors.
- C. The Telephone Service Analyst shall review and evaluate each request prior to final approval. Approval for the voice mail service will be determined by the need of the department or service. A Telephone Service Change Request will be forwarded to the Voice Mail Administrator.
- D. Once the request is approved, Voice Communications Services will be responsible for:
 - 1. Ordering form ISD installation of voice mail services, and
 - 2. Arranging training from Rancho users in the use of the voice mail by IDS, and
 - 3. Reporting and follow-up of voice mail repairs, and
 - 4. Removing voice mail boxes at Rancho, and
 - 5. Monitor voice mail usage.

EFFECTIVE DATE:
APPROVED BY:

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES