

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

**NUMBER: 132
VERSION: 2**

SUBJECT/TITLE: MAIL SERVICE

POLICY: Mailroom personnel are responsible for picking up, sorting, distributing and securing mail sent via the Olive View-UCLA Medical Center hospital mail system.

PURPOSE: To describe the process for distribution of all Interdepartmental, U.S. Postal, and County mail within Olive View-UCLA Medical Center and to the associated Ambulatory Care Network (ACN) and Department of Public Health (DPH) Health Centers.

DEPARTMENTS: All

DEFINITIONS: The Ambulatory Care Network (ACN) and Department of Public Health (DPH) Health Centers are: Mid-Valley Comprehensive Health Center, San Fernando Health Center, Vaughn School-based Clinic, Glendale Health Center, and North Hollywood Public Health Center.

PROCEDURE: I. MAILROOM PROCEDURE AND SCHEDULE

1. Office Services staff assigned to mail distribution will sort all mail delivered to the mailroom.
2. All mail will then be delivered to all designated stops within the hospital building, outside grounds, and ACN and DPH Health Centers. Outgoing mail will be picked up at this time from each location.
3. After all mail has been picked up or delivered, Office Services staff will return to the mailroom to sort mail for next day delivery.
4. All mail will be handled at least once daily; time and staffing permitting, mail will be distributed twice daily.

II. ACN AND DPH HEALTH CENTERS

1. All mail for the Health Centers will be sorted and placed in the appropriate mail slots.
2. Mail for ACN and DPH Health Centers will be picked up and delivered by Office Services staff assigned to the courier runs.

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III. INTERDEPARTMENTAL AND METERED MAIL

Internal Services Division is responsible for picking up and distributing Interdepartmental mail and metered mail (mail that requires postage).

1. Office Services staff will sort and place in appropriate bin, all outgoing mail to other County facilities outside of Olive View-UCLA Medical Center.
2. Sort and place in appropriate bin all mail required to be metered.
3. Internal Services Messenger will bring interdepartmental mail for Olive View-UCLA Medical Center sent via the County mail system each morning, exchanging it for outgoing county and metered mail.

Note: Internal Services Mail Supervisor can be reached at (213) 974-2254

IV. DEPARTMENT RELOCATIONS

When a department is changing or adding a new mail pick up area the department must submit a request in writing giving the following information to the Office Services Manager.

1. Name of department
2. New location
3. Effective date
4. Name & phone extension of requestor

V. UNDELIVERABLE MAIL

1. Whenever mail is received that the Office Services staff identifies as “*Undeliverable*”, Office Services will forward this mail to Hospital Administration. Hospital Administration will review and distribute the mail accordingly. Mail for which no recipient can be identified will be returned to Office Service. Office Services will mark the mail as “*Undeliverable*” and/or “*Return to Sender*” and placed in the U.S. Mail bin.
2. For unknown physician mail, Office Services personnel will refer to the Professional Staff Roster. If the physician’s name does not appear on the roster, the correspondence will be forwarded to Medical Administration.

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VI. PATIENT MAIL

1. When patient mail is received and a room number is not listed, Office Services staff will look up the patient in the Hospital Information System (HIS) to obtain the patient's room number. This is done by:
 - a. Signing on to the HIS system.
 - b. Go to Inquiry
 - c. Then display
 - d. Enter patient's name.
2. If the patient is currently an inpatient, the room number will be written on the correspondence and it be forwarded accordingly.
3. If the patient has been discharged, the Olive View-UCLA Medical Center address will be crossed out and marked "*Return to Sender*" and the mail will be placed in the U.S. Mail bin for pick-up.
4. If no forwarding address is listed, the Olive View-UCLA Medical Center address will be crossed out and the correspondence will be stamped "*Return to Sender*" and place in U.S. Mail bin for pick-up.

VII. RECEIPT REQUESTED MAIL

When a department is sending mail where a return receipt is requested, they should:

1. Contact Office Services at x74200 for a mail receipt.
2. The department must then complete the mail receipt and attach it to the document. They will receive a copy of the receipt once it has entered the mail system.

VIII. CONFIDENTIALITY OF MAIL

All mail is confidential. Unauthorized persons shall not open or sort through any mail sent via the Olive View-UCLA Medical Center Mail System.

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References:	
Approved by: Bonnie Bilitch (Chief Nursing Officer), Judith Maass (Chief Executive Officer), Rima Matevosian (Chief Medical Officer)	Date: 07/23/2019
Review Date: 1/08, 5/11, 07/23/2019	Revision Date: 1/08
Next Review Date: 07/23/2022	
Distribution: Olive View Hospital-Wide Policies	
Original Date: 12/13/2007	