

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

**NUMBER: 140
VERSION: 2**

SUBJECT/TITLE: CUSTOMER SERVICE STANDARDS

POLICY: Members of the Olive View-UCLA Medical Center workforce will treat patients, visitors, and other staff with courtesy, dignity, and respect.

PURPOSE: To provide high quality, patient-centered health care and promote an atmosphere of consideration, respect, and dignity for both internal and external customers of Olive View-UCLA Medical Center.

DEPARTMENTS: All

DEFINITIONS: **Internal Customers:** All members of the workforce, including County-employed, contract, registry, interns, and residents as well as volunteers.

External Customers: patients, families, visitors, members of the community.

PROCEDURE: All workforce members shall wear their Olive View-UCLA Medical Center identification badge at all times when on the premises.

All workforce members shall comply with Customer Service and Satisfaction Standards as established by the County of Los Angeles Board of Supervisors. These standards include the following.

- A. Personal Service Delivery
All workforce members will treat customers and each other with courtesy, dignity, and respect.
1. Introduce yourself by name and title or position.
 2. Answer the telephone by the third ring identifying name and department and asking how you can help the customer.
 3. Ask the customer how he/she prefers to be addressed.
 4. Listen carefully and patiently to customers.
 5. Be responsive to cultural and linguistic needs.
 6. Explain procedures clearly.
 7. Hold self and others accountable for meeting customer service standards.

SUBJECT/TITLE: CUSTOMER SERVICE STANDARDS

Policy Number: 140

Page Number: 2

B. Service Access

Staff will work proactively to facilitate customer access to services.

1. Provide services as promptly as possible.
2. Provide clear directions and service information.
3. Communicate effectively with and orient patients to the process of clinical evaluation and treatment.
4. Reach out to the community and promote available services.
5. Involve families in service plan development.
6. Follow-up to ensure appropriate delivery of services.

C. Service Environment

Staff will deliver services in a clean, safe, and welcoming environment that supports the effective delivery of services.

1. Ensure a safe environment.
2. Interact with others in a professional, responsible, and courteous manner.
3. Display vision and mission.
4. Provide a clean and comfortable waiting area.
5. Ensure customer privacy, maintaining confidentiality of all hospital and patient information, in accordance with federal and state privacy laws, such as HIPAA.
6. Announce yourself before entering a patient/exam room.
7. Ensure that complaint and appeal procedures are posted.

References: County of Los Angeles Customer Service and Satisfaction Standards	
Approved by: Carolyn Rhee (Chief Executive Officer), Dellone Pascascio (Chief Nursing Officer), Rima Matevosian (Chief Medical Officer)	Date: 08/08/2011
Review Date: 07/01/2022,8/14, 11/06, 1/08	Revision Date:
Distribution: Olive View Hospital-Wide Policies	
Original Date: 8/06	