

POLICY/PROCEDURE

Customer Service in the Emergency Department Policy

POLICY:

Exceptional communication with patients, families and visitors is an expected behavior of the Emergency Department staff. Proactive, conscientious and sincere communication can alleviate fears, explain delays and can suppress frustration that patients, families and visitors may experience.

PROCEDURE:

1. (Name of Hospital/Medical Center) Emergency Department cares about its patients, families and visitors.
2. The staff of the Emergency Department will practice continuous courteousness, respect, attention to needs and/or problems, compassion and understanding.
3. The Emergency Department staff will introduce themselves, their position title and their responsibility to patients, families and visitors and will address each by name.
4. The Emergency Department staff will regularly inform patients about the progression of the wait queue in the Waiting Room and will explain and apologize for delays.
5. Confidentiality of patient information is of utmost concern. Sharing sensitive patient information is prohibited except in matters of necessity in the care of the patient.
6. The Emergency Department staff will demonstrate respect to the customers/patients, families and visitors through words, actions and appropriateness of dress, grooming and behavior.
7. The environment of care in the Emergency Department will reflect concern for patients, families and visitors. Each staff member will effect the maintenance of a clean and safe environment.

8. Each member of the Emergency Department staff will encourage a constructive work environment including the acceptance of diversity of cultures, beliefs and values of patients and co-workers.

APPROVALS

_____ Director, Emergency Department	_____ Date
_____ CNO (Chief Nursing Officer)	_____ Date
_____ CMO (Chief Medical Officer)	_____ Date
_____ Medical Director, Emergency Department	_____ Date
_____ CEO / Administrator	_____ Date

Next review date _____
(6 months from current review)

NOTE: This policy may require adaptation or shared as a dual policy with the Human Resources Department.