Swedish Covenant Hospital
TECHNOLOGY CHANGES. COMPASSION DOES NOT.

Department-Specific Guest Relations Expectations

Department: Admitting/Registration

Manager: Gillian Capiello

Please complete each section of this form with guest relations expectations and information related specifically to the department.

Department-Specific Service Standards of Excellence:
(Department standards, in addition to the 12 SCH Service Standards of Excellence).

1. Everyone should report to work with enough time to be prepared to start working at the beginning of their designated shift.

2. Greet all your co-workers with a smile and a "Good Morning/Good Afternoon" whenever you or they enter the department.

3. Let each other know when you leave the department to go for lunch, a break, or other business. This is important for safety reasons or in an emergency, or in case someone is looking for or trying to reach you.

4. When you see people waiting to register, and you are trained in registration, please assist your co-workers even before or without being asked.

5. Never let a patient who arrives in the department know if you are not expecting them. Get their name, physician's name, their reason for being here, and ask them to take a seat while you check.

6. Treat everyone the way you want to be treated, and do unto them as you would have them do unto you (e.g., If someone treats you rudely, or is unfriendly, treat them in a friendly and courteous manner).

7. Use the knowledge you have to help others — even if it's not something you usually do in your daily work. If you know it, help others and use what you know.

8. Help patients to make an appointment if they are elderly, confused, don't speak English well, or cannot read the order.

Identification of Department's Customers:

Patients
Physicians
Nursing Units

Ancillary Departments
Patient Financial Services
Emergency Department
Insurance Companies/IPA's etc.

Department Guest Relations Goals:

1. **To ensure every patient arrives at his or her destination on time/timely.**
2. **To make every patient feel welcome and that they have come to the right place.**
3. **To make sure a registration is correct and complete so the bills go to the right place and get paid.**

Guest Relations/Customer Service Measurements used by Department:

1. **Press Ganey**
2. **Letters of recommendation/STAR nomination**
3. **Exceeding on personal performance evaluation scores**

Department-Specific Telephone Standards:

1. **Don't wait for someone else in the department to answer the phone. Be the first person to reach to answer the phone.**

2. **Always get complete information when taking a reservation or a message. Write the reservation or message legibly**

3. **When you receive a phone call from within the hospital asking for a coworker by name, always ask how you can help. Do not give the call to that person until you have first determined if it is something you can just as well help with.**

Materials/Resources Available for Customers (i.e., brochures, patient education materials, materials in different languages, etc.):

1. **An Important Message From Medicare in English and Spanish**
2. **Advance Beneficiary Notice in English and Spanish**
3. **Appointment Center Business Cards (English and Spanish)**
4. **Physician Referral Business Cards (English and Spanish)**
5. **"About Your Bill" Collections policy brochure**

Department Service Recovery Process:

1. **Listen to the customer's concern.**
2. **Apologize for the problem/inconvenience.**
3. **Empathize with them.**
4. **Offer an explanation (not an excuse) if indicated or appropriate.**
5. **Ask what you can do to make it better, or if there is anything else you can do.**
6. **Connect then with your supervisor or manager if necessary, or if they are not satisfied with your response alone, <u>or</u> notify your supervisor or manager of the specific situation in case there is a trend or pattern that needs to be addressed, or if any other follow-up is needed.**

This document will become part of the department **Employee Resource Manual.**
Date: _____

6/02; Rev. 11/02

Source: Swedish Covenant Hospital, Chicago.