

Policies of the University of North Texas Health Science Center	Chapter 14 – UNT Health
I. 14.110 Telephone Message and Return Phone Calls	

II.

Policy Statement. UNT Health will provide courteous, timely, and appropriate patient communication and response to patient requests. Patients calling a UNT Health clinic prior to 2pm will receive a return call on the same day; patients calling after 2pm with a non-urgent matter will receive a return call before noon of the next business day. Telephone messages will be documented in the electronic medical record (EMR).

Application of Policy. All UNT Health providers and staff.

Definitions. None

Procedures and Responsibilities.

1. Initiate Telephone Message Form in the EMR to document reason and circumstances of patient call.

Responsible Party: All call center agents and clinic staff/providers taking patient phone calls.

2. Using the EMR tasking functionality, send telephone message task to appropriate group.

Responsible Party: All call center agents and clinic staff/providers taking patient phone calls.

3. Accept the task and handle per clinic protocols. Document actions taken in response to the patient request and the resolution of the phone call accurately and completely in the EMR.

Responsible Party: Clinic providers and staff.

4. Return patient phone calls according to the timeframe stated in the policy above. Patients will receive an update on the status of their request even if full resolution of the patient issue has not yet been achieved.

Responsible Party: Clinic staff.

References and Cross-references. None.

Forms and Tools. (optional)

Approved: April 28, 2011

Effective: September 14, 2011

Revised: