



Government of the District of Columbia
Department of Health



Office of the Director

MEMORANDUM

Date: April 10, 2017
TO: All DOH Personnel
FROM: Keith Fletcher
Chief Operating Officer
RE: Rescission of Standard Operating Procedure 240.10 Customer Service- Minimum Standards for Telephone-Based Customer Service

Per the authority in DOH SOP 200.10 Standard Operating Procedure Development, Procedure G, the above-mentioned SOP is ordered rescinded. The area of scope covered by SOP 240.10 has been revised and incorporated into a new DOH SOP (SOP 240.500 Customer Service). Please refer to this new policy for guidance in this area of operations.

Keith Fletcher
Chief Operating Officer
District of Columbia Department of Health

4/10/17
Date