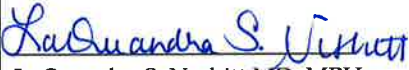





District of Columbia Department of Health <h1 style="color: blue;">Customer Service</h1>		PROCEDURE 240.500 Implementing Office: Office of the Director Training Required: No Originally Issued: December, 2016 Revised/Reviewed:
Approved by:  LaQuandra S. Nesbitt MD, MPH; Agency Director	Review by Legal Counsel:  Phillip Husband, Esq.; General Counsel	Effective Date: <i>MAR 14 2017</i> Valid Through Date: <i>MAR 14 2020</i>

I. Authority	Reorganization Plan No. 4 of 1996, Mayor's Order 1997-42 This policy shall supersede and replace the following Department of Health Policies: <ol style="list-style-type: none"> 1. No. 240.10 Customer Service—Minimum Standards for Telephone-Based Customer Service 2. No. 240.20 Customer Service—Out of Office Voice Mail and Email Script
II. Reason for the Policy	The Department of Health is tasked with serving the public health interests of residents of, and visitors to, the District of Columbia. Satisfying its mandates requires the Department to communicate with the public directly, but also to work effectively with other District government agencies, community-based organizations, professional associations, health care providers, and a range of other stakeholders. As such, maintaining the highest standards of customer service is essential for improving public health in the District of Columbia.
III. Applicability	This Standard Operating Procedure (SOP) applies to all DOH employees, contract employees, interns, and Summer Youth Employment Program participants, referred to collectively herein as “employees” or “DOH employees.”
IV. Policy Statement	All telephone lines which are publicly-listed as the points of contact for a bureau, administration, or the agency at large, shall be staffed, at a minimum, Monday through Friday from 8:15 am to 4:45 pm. For units with Customer Counters, telephone lines will be

staffed prior to the posted customer service hours of the respective unit and remain staffed at least until posted customer service hours conclude.

Employees assigned to receive calls from publicly-listed numbers shall answer every call which comes in, respond with respect and professionalism, and route the call to the desired individual, office, or administration. Placing a caller on speaker is not permitted.

Callers may be placed on hold due to call volume, or to facilitate a transfer. The employee shall explain to every caller why they are being placed on hold. Callers must remain on hold for the minimal time necessary to serve them. If a caller remains on hold after three minutes without being served, the employee who placed the caller on hold shall pick up and offer the caller the option to leave a message, or remain on hold. All messages shall be delivered to the intended recipient promptly upon completion of the call.

Managers who supervise employees responsible for receiving calls from publicly-listed numbers are responsible for ensuring coverage during the primary employee's allotted breaks, or if the primary employee is on leave.

Outside of the 8:15 am to 4:45 pm window of time, a publicly listed phone with no employee assigned to answer it shall have an after-hours message activated.

All incoming calls to individual employee desk phones shall be answered promptly. Employees are required to act in a respectful and professional manner. Employees shall greet callers by identifying themselves and the agency. Desk phones shall be equipped with a standard voice mail recording for incoming calls while the employee is away from his/her desk. A voice mail recording shall include, at a minimum: The name and title of the employee; the employee's administration and office; the employee's office hours; DOH-issued cellular phone number (if applicable); and verification that messages left will be returned within 24 hours, or following business day.

A publicly-listed phone line associated with a Customer Counter shall be equipped with a standard voice mail recording for incoming calls. A voice mail recording shall include, at a

minimum: the name of the unit and administration reached, the unit's customer service hours, and verification that messages left will be returned within 24 hours or the following business day. The managers of the units overseeing direct customer service have the discretion to include additional information on the recording as appropriate such as, for instance, alternative resources available, or instructions to customers experiencing an emergency.

All voice mails where a response is requested, or indicated, shall be returned within 24 hours of receipt, or by the following business day. Any employee expecting to be out of the office for one full business day or longer shall record an out-of-office voice mail which contains, at a minimum, all of the required elements of a standard voice mail recording (see above) and the date the employee is expected to return to the office. Voice mails left should be returned within 24 hours of the employee's return to work, or the following business day.

The language in all outgoing electronic mail (email) from employee accounts shall be composed respectfully and professionally. All messages shall contain an email signature which contains the following information: Employee name; employee title; administration; office/bureau; desk phone number; cellular phone number (if applicable); DOH address; DOH website URL.

Incoming emails requesting or indicating a response should be returned within 24 hours, or the next business day.

Any employee expecting to be out of the office for one full business day, or longer, shall activate an out-of-office email response which contains the date the employee will return to the office, as well as the phone number and email address of an alternative point-of-contact during the absence.

All Customer Counters shall be staffed 5 minutes prior to the posted opening time. They are to remain staffed until the closing time with all customers arriving during operating hours having been served.

Employees assigned to Customer Counters shall address customers with respect and professionalism. An employee's

	<p>personal cellular phone shall remain on silent or vibrate mode while the employee is at the Customer Counter. Personal calls, both incoming and outgoing, may only occur away from the Customer Counter out of view of customers. Personal internet use at a Customer Counter, or within public view, is prohibited. Food and beverage are not permitted at a Customer Counter or within view of customers. Smoking, including e-Cigarette use, is prohibited in all DOH facilities.</p> <p>Managers overseeing Customer Counters may, at their discretion, issue memoranda with additional customer service instructions specific to their unit and staff. These memoranda may include, for example, unit-specific telephone scripts, or frequently-asked question lists to provide guidance to employees staffing a Customer Counter.</p> <p>Managers who supervise employees staffing Customer Counters are responsible for ensuring coverage during the primary employee’s allotted breaks, or if the primary employee is on leave.</p> <p>All employees are expected to provide customer service with cultural competence. For customers with Limited English Proficiency (LEP) or No English Proficiency (NEP), all employees are expected to provide linguistically relevant, and culturally competent customer service. Definitions of these terms, and guidance on providing linguistically relevant access, can be found in DOH SOP 250.100 Language Access.</p> <p>Employees in violation of this SOP may be subject to commensurate disciplinary action, up to and including, termination.</p>
<p>IV. Definitions & Acronyms</p>	<p>After-hours message- A message required to be active on all unstaffed publicly-listed numbers when unstaffed outside the hours of 8:15 am – 4:45 pm. An after-hours message shall contain, at a minimum: The name of the office, bureau, or administration; the services provided at the number; the operating hours for the office; available alternatives for the caller, e.g. a cellular phone number; special instructions, e.g. a referral to 911 for a medical emergency.</p>

	<p>Customer Counter- Any area in a DOH-operated facility which facilitates a direct service to the public. The location, contact information, and operating hours of Customer Counters are routinely disseminated to external customers via a DOH-affiliated website, social media account, or promotional materials.</p> <p>Desk phone- A phone assigned to a specific employee. Numbers to desk phones are not necessarily publicly listed.</p> <p>Publicly-listed phone- A phone established as an access point for a specific program, bureau, administration, or DOH at large. Publicly listed phones are routinely disseminated to external customers via a DOH-affiliated website, social media account, or promotional materials.</p>
VI. Procedures	None
VII. Contacts	Chief Operating Officer- (202) 442-5863
VIII. Related Documents, Forms and Tools	None