



DIVISION SCOPE OF SERVICE

Division: FAR WEST
DHP Classification: CUSTOMER SERVICE REPRESENTATIVE
Name of Dependent Healthcare Professional (DHP):

Customer Service Representative:
 The Customer Service Representative must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.

Definition of Care or Service:
 The Customer Service Representative serves one of the “first impressions” of the Hospital, greeting patients with a warm smile and welcoming them when they enter the front door and/or present to the Front Desk, inquiring how they may help them, and at all times being a good will ambassador for the facility. Scope of service may include:

- Routinely demonstrates superior customer service skills.
 - Provides exceptional customer service at all times.
 - Answers telephone in a timely and polite manner, preferably within three rings.
 - Communicates with customers in a courteous, professional, cooperative and mature manner.
 - Protects/observes patient confidentiality per policies and procedures.
 - Check in visitors through the visitor management system
 - Advise admitting when patient has arrived for procedures
 - Issue a wristband and badge to visitors
 - Issue vendor badges
 - Direct patients and visitors throughout the facility
 - Working in cooperating with the volunteer staff to provide escorts
 - Recognizes and responds appropriately to violent/abusive situations, threats, fire and emergency situations
 - Display warmth and compassion in all interactions with patients and visitors
 - Ensure efficient and detailed transactions
 - Be resourceful and knowledgeable of the facility they are assigned to
 - Be a teammate to all other facility team members
 - Possess excellent communication skills
 - Type 40-50 WPM
 - Display effective problem solving and conflict resolution skills
 - Give directions to anyone who needs them
 - Know the facility codes in case of emergency
 - Maintain patient privacy and patient confidentiality at all times
 - Front desk duties including operating phones, two way radios, registration, discharge and/or other duties as assigned.
- Demonstrates Clinical and Service excellence behaviors to include code of HCA conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.

Setting(s):

- Healthcare facilities including but not limited to hospitals, outpatient treatment facilities, imaging centers, and physician practices

Supervision:

- Direct supervision by Lead Ambassador

Evaluator: Lead Ambassador

Qualifications:

- High School Diploma or equivalent



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State Requirements:

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Experience:

- Medical Office experience preferred

Competencies:

- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE)
 - Required immunizations per DHP Division requirements
 - Complies with Isolation precaution

References:

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DHP Printed Name: _____ DHP Signature: _____

Company/Vendor: _____ Date: _____