



Community Health &
Research Center

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Reception Desk Duties and Cell Phone Policy Section ___/# ___	Ana Dutcher Quality Assurance Manager	5/21/2018	7/30/19	Page 1 of 3

Approved By: Mohamad Khraizat	Title: Health Operations Manager
Signature: <i>Mohamad Khraizat</i>	Date: 8-2-19

I. POLICY

This policy is designed to outline ACCESS Community Health and Research Center (CHRC) guidelines for using cell phones at the reception areas.

II. PURPOSE

It is the purpose of this policy to provide ACCESS CHRC staff the guidelines for front desk duties and using cell phones at work. We recognize that cell phones (and smartphones especially) have become an integral part of everyday life. They may be a great asset if used correctly (for productivity apps, calendars, business calls etc.), but cell phones may also cause problems when used imprudently or excessively.

III. APPLICATIONS

This policy applies to all ACCESS CHRC employees, interns and volunteers whose job include Desk Receptionist duties.

IV. DEFINITIONS

Desk Receptionist: Intake and Health Benefits Specialists, Billers, Medical Receptionists, Administrative Assistants, Volunteer, Interns, Students who cover the Reception Area during business hours, and provide reception, administration and security to the office.

V. PROCEDURES

1. As a RECEPTIONIST, you are expected to:
 - a. Maintain a business-like attitude. Remember, you are representing ACCESS. Greet people in a courteous and friendly manner.

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- b. Always cover the desk. Do not leave the desk area unattended unless it is necessary! You may leave your shift early only if you have prior approval. Speak with your supervisor or manager to see how early you may leave.
 - c. Answer the telephone by saying:
 - i. The name of the building/program
 - ii. Your name;
 - iii. "How may I help you?"
 - d. Under no circumstances should you give out information concerning our clients
 - e. Likewise, you should not make personal calls on your desk or cell phone while working at the desk.
 - f. All emergency phone numbers are posted near the phone.
 - g. Assume charge of the Public-Address system when appropriate. Only the Desk Receptionist or another staff member is permitted to use the system. At no time should anyone else be permitted to use the PA system. Do not make announcements unless they have been approved.
 - h. Solicitation of any kind must be approved by the ACCESS main office.
 - i. Act as the center of building communications – make visitors feel comfortable and welcome.
 - j. Act as a resource person:
 - i. Be familiar with the facilities and the staff
 - ii. Be familiar ACCESS Services and policies.
 - iii. Be familiar with ACCESS resources, programs and offices
2. ADMINISTRATIVE FUNCTIONS include the following:
- a. Assist in the opening and closing of the buildings;
 - b. Treat all papers, folders, forms and equipment as confidential material since the desk may be used by both the interns, volunteers and professional staff;
 - c. Only authorized persons are permitted behind the desk. The Desk Receptionist is responsible for the behavior of his/her guest and should be aware that the desk area is NOT the place for sleeping, playing cards, partying, foul language or any other loud and disruptive behavior;
 - d. Assist the staff in the areas of filing, scanning documents, confirming appointments, and other administrative duties as assigned.
 - e. MAIL – In each building, it is the responsibility of the Desk Receptionist to distribute the mail. Packages received must be distributed to the staff or placed in the supply room with an email to the appropriate parties and include the office administrator.
3. As part of your desk responsibilities, you also will serve a SECURITY FUNCTION. This includes the following areas of responsibility:

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- a. **PROBLEMS AT THE DESK** – Contact the following people, in the order listed below, if you cannot handle a situation (i.e., policy violations, abusive clients/patients, etc.)
 - i. Authorities 911
 - ii. Security Guard
 - iii. Immediate supervisor/manager
 - iv. Any available supervisor/manager
- b. Keep an eye on activity in the lobby area. If the behavior of Clients/Patients is in violation of ACCESS policy, report it to your immediate/available supervisor
- c. Enforce the exterior smoking policy.
- d. Enforce the safety policies of keeping back doors locked in your building.

VI. QUALITY ASSURANCE/IMPROVEMENT

ACCESS Quality Assessment and Performance Improvement Program (QAPIP) must include measures for both monitoring of and for the continuous improvement in quality of the program or process described in this policy.

VII. COMPLIANCE WITH ALL APPLICABLE LAWS

ACCESS Employees, interns and volunteers are bound by all applicable local, state, and federal laws, rules, regulations, and policies, all federal waiver requirements, state, and county contractual requirements, policies, and administrative directives in effect and as amended.

VIII. LEGAL AUTHORITY AND REFERENCES

IX. EXHIBITS

None