



SUBJECT:	Telephone Use – Business and Personal
POLICY NO:	VIII:14
APPLICABLE TO:	All Employees
PAGE NO:	1 of 1
EFFECTIVE DATE:	August 1, 1993
REVISION DATE:	August 1, 2018 (due to name change)

I. POLICY:

The Hennepin Healthcare Research Institute (HHRI) believes that all employees should do their best to efficiently use office telephones and Fax machines only for HHRI business. The telephone is one of our most important pieces of equipment. A telephone conversation is the only contact a patient or public member may have with HHRI.

Therefore, it is the policy of the HHRI that all employees follow correct telephone etiquette techniques when using HHRI telephones.

II. PROCEDURE:

- A. Answer the telephone promptly, by the third ring, giving the department name and your name as identification.
- B. Always extend courtesy to the caller.
- C. Give the caller the opportunity to state the reason for the call and be sure questions are understood.
- D. Respond to telephone inquiries promptly.
- E. When taking a message, be sure it is complete.
 - 1. To whom (person being called)
 - 2. The date and time of call
 - 3. The name of the caller
 - 4. The telephone number (area code if needed)
 - 5. The message
 - 6. The initials of the person taking the message for later clarification
- F. Personal long distance calls, charged to HHRI, are never allowed. Violation may result in disciplinary action. Personal local calls, whether made or received, should be kept to a minimum and should never disrupt business activities.
- H. Long distance charges (business related) on approved telephone lines are available for review on a request basis only. Copies of invoices for long distance charges may be obtained by calling the "HHRI IT" at 612-347-5159.