	The Johns Hopkins Health System	<i>Policy Number</i>	CUS004
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	Customer Service Phone Coverage	<i>Revised</i>	12/29/08

POLICY

This policy applies to the Johns Hopkins Health System (JHHS) Patient Financial Services (PFS) Department and the following entities: The Johns Hopkins Hospital (JHH), Johns Hopkins Bayview Medical Center (JHBMC), and Howard County General Hospital (HCGH).

PURPOSE

To define the procedures for prompt and efficient answering of Customer Service telephone calls received through the Automated Call Distribution (ACD) System.

RESPONSIBILITY


Patient Financial Services Representatives

DEFINITIONS

Customer Service phone calls are received through the ACD System, Monday through Friday, from 8:30 AM to 4:30 PM, through the following phone lines:

(410) 550-7370 1 (800) 757-7370	Johns Hopkins Hospital: Inpatient Department
(410) 550-7330 1 (800) 425-7100	Johns Hopkins Hospital: Outpatient Department
(410) 550-0750 1 (877) 361-8702	Johns Hopkins Bayview Medical Center: Inpatient Department
(410) 550-0751 1 (877) 361-8702	Johns Hopkins Bayview Medical Center: Outpatient Department
(410) 550-9720	Howard County General Hospital: Inpatient Department
(410) 550-9721	Howard County General Hospital: Outpatient Department
(866) 323-4615	Howard County General Hospital I/P or O/P Department

Calls are routed through the ACD System and answered within four rings when representatives are not on other calls. When all representatives are busy assisting other callers, the call is put into a work queue and then automatically transferred to the next available agent.

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In case of emergency or other extreme circumstances, the Customer Service Group maintains a confidential procedure for closing or opening the call center remotely. This procedure is for administrative use only. For more information contact the Manager of Customer Service or the Director of PFS Operations.

STANDARDS

Average Answer Time: 30 seconds or less

Average Talk Time: three minutes or less

Average Abandoned Rate: 1.5% for each facility

(Standards are based on receiving an average of 11,000 calls per month.)


SPONSOR

Senior Director, Patient Financial Services, JHHS

REVIEW CYCLE

Three (3) years

APPROVAL


 _____ 1/22/09

Senior Director, JHHS Date


 _____ 1/20/09

Director, PFS Operations, JHHS Date