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POLICY

This policy applies to the Johns Hopkins Health System (JHHS) Patient Financial Services (PFS) Department.

PURPOSE

To describe the process for accessing voice mail both internally and externally.

PROCEDURES

Accessing Voice Mail:

From your telephone:

- 1) Dial 5 -1500
- 2) Enter your security code

From an internal phone that has voice mail:

- 1) Dial 5-1500
- 2) Press the * key
- 3) Press the # key
- 4) Enter your mailbox number (10 digits)
- 5) Enter your security code

From an internal phone that does not have voice mail:

- 1) Dial 5-1500
- 2) You will hear a standard system greeting
- 3) Press the # key
- 4) Enter your mailbox number (10 digits)
- 5) Enter your security code


From outside the company

- 1) Dial 410-955-1500
- 2) Press the # key
- 3) Enter your mailbox number (all 10 digits)
- 4) Enter your security code

Out of Office Message:

From within the company:

- 1) Dial 5-1500
- 2) Enter your security code
- 3) Press 4 (phone manager)
- 4) Press 1 (personal options)
- 5) Press 3 (record a personal greeting)
- 6) Press 3 (record your out of office greeting)

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From outside the company:

- 1) Dial 410-955-1500
- 2) Wait until it asks you if you have a mailbox on the system and then press #
- 3) Enter your mailbox number (10 digits)
- 4) Enter your security code
- 5) Press 4 (phone manager)-Press 1 (personal options)
- 6) Press 3 (record a personal greeting)
- 7) Press 3 (record your out of office greeting)

SPONSOR

Senior Director, Patient Financial Services, JHHS

REVIEW CYCLE

Three (3) years

APPROVAL

Senior Director, JHHS

Date