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REVISION SUMMARY			
Version No.	**Effective Date**	**Reason for Change**	**Details of the change**
01	01/07/2026		

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1. Scope
2. Objective
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1. Scope

1.1. Manage calls, direct them appropriately, and maintain communication records. They serve as the hospital's first contact point, ensuring smooth and confidential communication flow.

2. Objective

2.1. To serve smooth communication by managing and directing calls accurately.

2. Responsibilities

3.1. Answering Calls
3.2. Respond to incoming calls promptly and professionally.
3.3. Transfer calls to different departments or individuals accurately and promptly.
3.4. Prioritize and handle emergency calls efficiently.
3.5. Handle inquiries and concerns professionally and courteously.
3.6. Provide directions to various hospital departments or facilities.
3.7. Record and relay messages to hospital staff when individuals are unavailable.
3.8. Maintain a log of messages and communicate them promptly.
3.9. Troubleshoot basic telephone system issues as and when required.
3.10. Adhere to strict confidentiality guidelines, especially when handling calls related to patient information.
3.11. Work closely with other hospital departments to ensure efficient communication.
3.12. Coordinate with security, emergency services, and other relevant personnel.
3.13. Report any malfunctions or issues promptly.
3.14. Follow hospital policies and procedures related to telephone operations.
3.15. Maintain accurate records of calls, messages, and relevant information.
3.16. Generate reports as required by hospital administration.