(A) Policy Statement

Each laboratory employee is an integral part of providing excellent customer service.

(B) Purpose of Policy

To document, monitor, and resolve any customer complaints and/or issues.

(C) Procedure

1. Inpatient satisfaction surveys are done hospital-wide by Press-Ganey. Laboratory has one question directly pertaining to service on the inpatient questionnaire and two questions on the Emergency Department questionnaire.
2. Performance data is reviewed monthly and action plans implemented if indicated.
3. Physician satisfaction surveys are done every two years. Results are shared with staff. Urgent issues are identified and action plan put into place as necessary.
4. Any physician or patient complaint is documented. A laboratory supervisor, coordinator, manager, or lead tech speaks to the physician/patient.
5. Complaint is investigated and appropriate action is taken.
6. Records of complaints, depending on type, are kept in the manager’s office, with hospital Customer Service dept., or risk management.
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Policies Superseded by This Policy: OP-6B