


Name of Policy: Physician and Patient Satisfaction Policy Number: 3364-107-117 Approving Officer: Medical Director, Clinical Pathology Responsible Agent: Director, Clinical Pathology Administrative Director, Lab Scope: Pathology Laboratory University of Toledo Medical Center		 Effective date: 01/04/2025 Original effective date: 08/27/1997	
Key words: Physician satisfaction, patient satisfaction, customer service, Press Ganey, Complaints.			
<input type="checkbox"/>	New policy proposal	<input type="checkbox"/>	Minor/technical revision of existing policy
<input type="checkbox"/>	Major revision of existing policy	<input checked="" type="checkbox"/>	Reaffirmation of existing policy

(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. All comments pertaining to laboratory are tracked and reviewed. Results are shared with the staff.
 2. Performance data is reviewed monthly and action plans implemented if indicated.
 3. Physician satisfaction surveys are done hospital wide periodically.
 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.
1. Records of complaints, depending on type, are kept in the manager’s office, with hospital Customer Service dept., or risk management.

<p>Approved by:</p> <p>/s/</p> <hr/> <p>Name: Amira Gohara, M.D. Title: Medical Director, Clinical Pathology</p> <p>1/10/2025</p> <hr/> <p>Date</p> <p><i>Review/Revision Completed by:</i></p> <p><i>Joshua Otiso, Administrative Director, Lab</i></p>	<p>Policies Superseded by This Policy:</p> <ul style="list-style-type: none">• <i>OP-6B</i> <p>Initial effective date: 08/27/1997</p> <p>Review/Revision Date: 01/04/2025</p> <p>Next review date: 01/04/2027</p>
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