



Department of Health Professions

DIRECTOR'S POLICY # 76-1.23

Service for Walk-in Customers During Business Hours

Effective Date: September 21, 2011

Approved By: _____

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Purpose: To establish consistent customer service standards for walk-in customers during regular public service hours. To ensure that the service provided is equitable, effective, and supports the mission of the Agency.

Policy: The public business hours for the Department of Health Professions are from 8:15 a.m. until 5:00 p.m., Monday through Friday, except holidays as provided by statute or other days designated by the Governor. During these hours, the public has a reasonable expectation of receiving services. The Boards provide the knowledge and expertise to effectively meet these needs. Walk-ins are ultimately a customer of the affected Board.

In order to serve the customers of the Department, all Boards shall provide coverage for the entire business day for the purpose of serving the walk-in customer.

Procedures: Boards are required to provide coverage during business hours to receive calls from the 367-4400 extension and to accommodate walk-in customers for their unit. This requires coordination of coverage during absences, leave, breaks, and lunch times.

If the Board has a receptionist line or call center lines, one of these must be staffed during business hours.

The Receptionist is responsible for handling routine requests by walk-in customers. If a customer requests assistance that cannot be handled by the Receptionist, the Receptionist will contact the affected Board. Before contacting the affected Board, the Receptionist will determine the name of the customer and the nature of the request. The Board can respond to the request in-person or through the house phone.

Face-to-face service is always the preferred option. The use of the house phone may be considered only as an exception of last resort.

It is the responsibility of the Board to respond to the needs of customers in a courteous, accurate and timely manner and promotes good customer relations to those internal and external to the operations of the agency.