

**Good Samaritan Health & Wellness Center**  
Policies and Procedures

Subject: Phone Messages	Policy #: 5.27
Prepared by:	Revision #:
Approved by: Board of Directors	Effective Date: 7/24/2015

## 5.27 Phone Messages

**OBJECTIVE:**

To ensure consistent and uniform documentation of patient phone messages to enable timely provider response.

**PROCESS/PROCEDURE:**

1. Front desk or nursing staff receive a phone call.

**NEED TO COMPLETE AS WE FAMILIARIZE WITH ECW**