

The National Hospital of Sri Lanka,
Colombo 10,

01/08/2014

To all unit heads,

Launching of the Information Hub of NHSL and etiquette of Telephone Answering

During this 150th year of service to the nation, The National Hospital of Sri Lanka is starting many new services to the care recipients of our hospital. We are in the process of starting an Information hub, which will provide information to the general public and internal/external medical staff. This is accessible through short code 1959 which will provide following information.

1. Callers can connect with information center to gather information regarding;
 - Clinical services such as clinics, special patient care units, investigations and preparation for procedures etc,
 - Health Education and health tips
 - Information regarding poisoning and poisoning first aid.

Initially this service option will function on Weekdays from 8 AM to 4 PM & Saturday 8 AM to 12 noon.

2. If the caller wants to connect directly with a ward or any other extension, they have the option to connect with the hospital telephone operator, which is available 24 hours a day, every day.
3. The emergency service option supports both hospital staff and general public. The public may find out regarding patients admitted with medical emergencies. Hospital Staff can select the option to connect with the relevant emergency department to further discuss regarding transferring of patients requiring emergency care. This service option is functional 24 hours, every day.

In parallel to that an improvement in the telephone communication etiquette throughout the entire hospital is expected.

Please advise all staff to follow the following etiquette of Telephone Conversation.

- Politeness during a conversation is expected and appropriate use of such words should be used (E.g. "Please", "Sorry". "excuse me", etc)
- Every effort must be taken to pick and answer a ringing telephone within three rings. Please try to nominate a person to answer calls whenever possible.
- A caller must be greeted accordingly (E.g. ආයුබෝවන්). This should be followed by introduction to the Hospital and unit (E.g. National Hospital of Sri Lanka Ward 72, ශ්‍රී ලංකා ජාතික රෝහල 22 වාට්ටුව).
- If the answering staff member is not familiar with the language of the caller, a person may be summoned who can speak the language of the caller if available.
- Please avoid keeping the call on hold for longer periods of time.
- When you are providing information, adhere to medical ethics.
- Please place the handset after making sure that the call has ended.

Dr. Anil Jasinghe

Director – The National Hospital of Sri Lanka