



## **Phone Use Policy for Lifelong Healthcare**

### **1. Purpose**

This policy outlines the appropriate use of phones within Lifelong Healthcare to ensure efficient communication, maintain professionalism, and safeguard patient confidentiality.

### **2. Scope**

This policy applies to all staff members, including doctors, nurses, administrative staff, and any other personnel working within Lifelong Healthcare.

### **3. Work-Related Phone Use**

- Lifelong Healthcare landlines and mobile phones should be used primarily for work-related purposes, including patient care, internal communication, and external professional interactions.
- Calls should be kept professional and concise to avoid disruption to patient care.
- All patient-related phone calls must be documented in the appropriate medical records system.
- Reception staff should follow a standard script when answering calls to ensure consistency and professionalism.

### **4. Personal Phone Use**

- Personal phone use should be kept to a minimum during working hours and should not interfere with duties.
- Phones should be set to silent or vibrate mode while working.
- Staff should use personal phones only during designated break times and in non-clinical areas.
- Social media use during work hours is strictly prohibited unless it is work-related and authorized.

## **5. Patient Phone Calls**

- All patient phone calls must be handled with confidentiality, ensuring compliance with privacy laws and regulations.
- Staff must verify patient identity before discussing any medical or personal information over the phone.
- Sensitive patient information should not be left on voicemail.
- If a callback is required, it should be scheduled and completed within a reasonable timeframe.

## **6. Emergency and After-Hours Calls**

- Staff must follow Lifelong Healthcare's protocol for handling emergency calls, ensuring urgent matters are escalated appropriately.
- After-hours calls should be directed to the designated on-call doctor or service.

## **7. Confidentiality and Security**

- Staff must not discuss patient details over the phone in public areas.
- Phones should be locked when not in use to prevent unauthorized access.
- Recording or taking photos of patient information is strictly prohibited.

## **8. Disciplinary Actions**

- Any breach of this policy may result in disciplinary action, including verbal warnings, written warnings, or termination, depending on the severity of the violation.

## **9. Policy Review**

This policy will be reviewed annually or as required to ensure compliance with regulations and best practices.

## **10. Acknowledgment**

All staff members must read, understand, and acknowledge this policy as part of their onboarding process.