

| Community Healthlink Policy and Procedure Manual | | |
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| Section: 7 Clients' Rights and Responsibilities | Policy Number: 7-10-2 | Effective Date: 4/5/17 |
| Title: Client Phone Use in Clinics | | Review Date: 08/25/2015 |
| Scope: | | Originated: 8/26/05 |
| References: | | |
| Revisions: 12/10/2013, 08/25/2015,4/5/17 | | |

Purpose: To provide convenient access to a phone for clients needing to make phone calls and to be in compliance with DPH guidelines for clinic space.

Policy:

CHL will provide client access to a phone for reasonable local calls.

Procedure:

- Each clinic site may have a public telephone located in or within 50 feet of the waiting area, or have a convenient office telephone made available to clients.
- Clinic staff are responsible for reporting any problems with public phones relied upon by clients to the local phone company.
- If an office phone will be utilized, clients should be allowed to use the phone for reasonable, local calls. Examples include using the phone to call a cab, family member or friend for a ride, and emergency phone calls.
- Clients are prohibited from using the office phone for extended conversations.
- Unless approved by the clinic director, clients are prohibited from making long-distance or other calls that will incur charges.
- Staff are not permitted to allow use of personal cell phones to clients.

Responsibility: Staff are responsible for monitoring office phone use by clients.