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## DEPARTMENT OF PUBLIC HEALTH ADMINISTRATIVE OFFICE PROTOCOL

1. Administrative office protocol requires that administrative employees project professional decorum at all times to reflect the highest caliber of Administrative services for the patients, customers, staff and the San Francisco community. All Administrative employees shall utilize diplomacy, courtesy and tact when dealing with staff, members of the public, and all of those we serve. A philosophy of positive relations shall be used at all times.
2. Much of the business information and transactions conducted in Administration are considered to be confidential. All staff shall respect the confidential nature of our patient care personnel, problem solving, and City business.
3. All staff shall exercise discretion and use an appropriate low volume tone of voice when involved in telephone or business discussion particularly when other staff or visitors are present.

Professional telephone courtesy shall be utilized at all times by Administrative employees. The telephone salutation shall always include name and department. Secretarial staff shall not advise callers of information regarding Administrative staff other than e.g., "Mr./Ms. Dr. \_\_\_\_\_ is unavailable. May I have him/her return your call, or Do you wish to leave a message". All telephone messages must be complete with the name, date, time of call, a return telephone number, and the nature of the call if available.

4. Disruptive or difficult visitors to administrative office should be referred to the Facilities Director for Operations or the Administrator responsible for the programmatic area of concern. The institutional security officers will be available to respond to incidents that are not able to be conducted in a businesslike manner. Secretarial staff shall not attempt to problem solve in areas requiring line management response. To reach an institutional police officer at 101 Grove/50 Ivy quickly, page 9-327-6666 and punch in your room number, e.g., "3-0-8", or call 554-2501. The duty officer will respond ASAP to your room.