

Policy Name	Front desk and visitors			Policy Number	76-80.23
Section Title	Operational	Section Number	76-80	Former Policy No.	76-1.23
Approval Authority	Agency Director			Effective Date	12/12/2018
Responsible Executive	Chief Operating Officer			Revised Date	8/1/2022
Responsible Office	Director's Office			Last Reviewed	8/1/2022
Responsible Reviewer	Jenkins,Robert				

Purpose:

To uphold the core values of the Agency by establishing consistent customer service standards for walk-in customers and visitors during regular public service hours. To ensure that the service provided is equitable, effective, and supports the mission of the Agency.

Policy:

Walk-in customers

Customer service hours for the Department of Health Professions (DHP) are from 8:15 a.m. until 5:00 p.m., Monday through Friday, except holidays as provided by statute or other days designated by the Governor. During these hours, the public has a reasonable expectation of receiving services. The Boards provide the knowledge, expertise, and customer service to effectively meet these needs.

Visitors to the third floor

All visitors to the secured areas of the DHP main office located at 9960 Mayland Drive, Suite 300, are required to use the Visitor Log located at the first floor Customer Service Desk.

Procedures:

Walk-in customers:

Boards, Divisions and Programs are required to provide coverage during business hours to receive calls from the 367-4400 extension and/or email from the receptionist to accommodate walk-in customers.

- The receptionist is responsible for handling routine requests by walk-in customers. If a customer requires assistance that cannot be handled by the receptionist, the receptionist will contact the appropriate Board, Division or Program and provide the name of the customer and a brief description of the need. In-house phone service is acceptable, but in-person assistance may be necessary.
- The Board, Division or Program will provide assistance as soon as possible or within 15 minutes.

Visitors to the third floor:

- Visitors must sign the visitor log sheet located at the reception desk in the first floor DHP customer service desk indicating the date and time of arrival, their name, the person and department they wish to visit.
- Receptionist will contact the appropriate DHP staff by phone to notify the staff member.
- Vendors will be provided with a Vendor badge.
- Staff will come to the reception desk on the first floor to meet the visitor and escort the visitor to the desired location.
- Staff will escort the visitor back to the elevators and will instruct the visitor to sign out on the visitor log sheet at the reception desk.