

**CCEMS
OPERATIONS POLICY 100-04
FOLLOW-UP ON SERVICE REQUESTS**

I. PURPOSE

- 1.1 To provide follow-up information and acknowledgement of the service area's requests.
- 1.2 To follow-up with our patients.
- 1.3 To assure that our clients understand that we appreciate their business.

II. POLICY

- 2.1 The Director is responsible for following up with all facilities on a monthly basis.
- 2.2 The Administrative Assistant, QA/QI Coordinator and /or Director are responsible for following-up with patients that are transported by CCEMS.

III. PROCEDURE

- 3.1 The Director, along with other members of Leadership, will make monthly visits to all the facilities in our service area to ensure everything is operating smoothly. This will ensure a good working relationship is maintained.
- 3.2 The Administrative Assistant, QA/QI Coordinator and Director will be responsible for following-up with patients transported by CCEMS. Follow-up will be random and completed by using a list of criteria found in the business office. The goal is to maintain a good working relationship with our patients, to identify problem areas and to communicate patient comments back to the transporting crew.

Director: _____



Effective: _____

7-24-2008

Reviewed: _____

Revised: _____