



# OHIO STATE BOARD OF PHARMACY

Subject: Customer Service Policy			Appointing Authority Approval: <i>[Signature]</i>	
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## A. Policy

Pursuant to Section 121.91 of the Ohio Revised Code, each agency shall develop, and as it become necessary or advisable may improve, customer service standards for each employee of the agency whose duties include significant level of contact with the public.

## B. Mission Statement

The Ohio State Board of Pharmacy shall act efficiently, consistently, and impartially in the public interest to pursue optimal standards of practice through communication, education, legislation, licensing, and enforcement.

## C. Policy Statements

### Standards for all Customer Service Interactions

1. Anticipate the needs of the public by identifying and exceeding expectations.
2. Maintain staff professionalism by being responsive, approachable and uphold a polite demeanor.

### Telephone/Voicemail

1. Telephones will be answered promptly during business hours, between 8:00 a.m. and 5:00 p.m., Eastern Standard Time.
2. Calls will be answered in a professional, polite manner.
3. Staff will listen and understand the nature of the call in order to transfer the caller to the appropriate department.
4. Calls will be answered and returned in the order received. Callers will be given the option to be placed on hold or call back.
5. If the necessary staff person is not available, the receptionist will provide the caller with the option to go to voicemail or leave a message.
6. Voicemail messages will be acknowledged within 24 hours on regular business days.
7. Staff will attempt to refer callers to appropriate place, if the phone call should be addressed by another agency, office or program.

### E-mail

1. E-mail messages will be acknowledged within 24 hours on regular business days.
2. Staff will utilize their "Out of Office Assistant" whenever they plan to be unable to respond to e-mail for 24 hours or more. The message should indicate when the person will return.

and provide the name, phone number or e-mail address of the contact person for immediate assistance.

### External Requests

1. Staff shall ascertain the nature of the request and try to quickly assist them.
2. Inform customer what to expect from the agency and normal processing times.
3. Keep customer informed of any delay in service.
4. Notify customer if their request may be submitted or answered through the Ohio State Board of Pharmacy's website.
5. Finish all interactions in a professional and respectful manner, regardless of customer's behavior.