

**OKALOOSA COUNTY
EMERGENCY MEDICAL SERVICES
STANDARD OPERATING PROCEDURE**

Title: Customer Service
Policy: 106.00
Purpose: To ensure Okaloosa County EMS provides excellence in customer service.

Policy:

OCEMS personnel will treat all customers with equal respect and every request with will be given equal importance.

Courtesy and attention is key to all interactions. OCEMS personnel shall strive to be flexible in meeting customer's needs.

Personnel are responsible for assuring vehicles and uniforms are clean and personal grooming standards are being met.

All personnel will endeavor to satisfy the mission and promote the vision of OCEMS:

1. Mission Statement

The mission of Okaloosa County EMS is to protect the health, safety and welfare of our citizens and visitors and improve the quality of life in our community through prevention, rapid ambulance response to emergencies, and high-quality advanced out-of-hospital care at the scene and throughout transport to definitive care.

2. Vision Statement

The Okaloosa EMS vision is to be a leader in out-of-hospital patient care in Florida.

For our patients, we strive to maintain the public trust through the delivery of compassionate, courteous and professional treatment of those placed in our care.

For our community, we work to promote out-of-hospital care services as a vital link in the chain of public health and safety through education, evidence-based treatment planning and protocol development, and best practices.

For our employees, we endeavor to maintain a workplace where ideas are nurtured, performance and rewards are equitable, and where social esteem and self-actualization needs are fulfilled.

For our success, we commit ourselves to continuously improve the quality of our care and services."

Customer concerns (verbal or written) will be forwarded to EMS Supervisor for investigation. This information will at a minimum include:

1. Date customer concern received
2. Who received the customer concern
3. Nature of customer concern

Investigation of customer concerns

1. The EMS Supervisor on duty will conduct an investigation into the customers concern in a timely manner.
2. The investigation will address each of the issues brought up by the customer and be either be verbal or written communication with the involved parties.

**OKALOOSA COUNTY
EMERGENCY MEDICAL SERVICES
STANDARD OPERATING PROCEDURE**

3. A written summary will be documented and copies of all documentation related to the investigation will be attached.
4. Based on the outcome of the investigation the customer concern will be listed as:
 - a. No action needed/indicated
 - i. Insufficient information
 - ii. Action taken
 - b. If corrective action is possible, the Human Resource Department will be contacted to discuss the findings of the investigation and appropriate action to be taken to address identified issues or concerns.
 - c. Involved crew members will be contacted and informed of the final outcome of the investigation at this time.

Follow-up customer concern will be conducted as follows:

1. Verbal customer concerns
 - a. The EMS Supervisor on duty will contact the customer by telephone to discuss the outcome of investigation.
 - b. The date, time and outcome of the incident will be documented and placed in the Customer Concern Log.
2. Written customer concern
 - a. The EMS Supervisor on duty will draft a written reply of the outcome of the investigation.
 - b. The investigation draft will be attached to the customer concern, along with any other related documentation and give to the EMS Chief for final approval.

Accountability and Compliance:

1. The EMS Supervisor assigned to follow the issue will log it in a Customer Concern Log to determine trends in concerns, personnel involved and outcomes.
2. The Customer Concern Log will be presented at the monthly Senior Staff Meeting for review.

Policy #: 106.00
CAAS: 105.02.02
Author: Bailey
Reviewed: Leadership
Approved: Leadership
Status: Active
Effective Date: 03/01/16
Revision Date: 03/01/16