



RESPONDING TO RECEIVED MESSAGES POLICY

Policy# 24-0318-1 RESPONDING TO RECEIVED MESSAGES POLICY

Total pages= 1

Purpose: To have available a policy that describes the manner in which staff answers written requests including emails and voicemails received.

Justification: To be able to respond to requests and voicemails received appropriately.

Policy:

1. All voicemails and written requests including emails must be responded to within 24 hours of receiving.
2. If the staff member that received the message doesn't feel comfortable providing the requested information then they need to respond to the message as in item #1 stating that the message has been forwarded to the appropriate person to address their question/s and/or concerns
3. The staff member then must immediately forward to the appropriate person and confirm receipt.
4. All messages pertaining to an individual death case must be saved to that case folder with response documented.

This policy/procedural guide has been approved and is in effect until further notice:

Ben Trotter DO

03/18/2024

Benjamin Trotter, DO, Coroner

Date