Section 1: Telephone Etiquette, Student Worker Code of Conduct, and the Health Center’s Mission

Your Name: _______________________________________

1. In order to increase the patient’s comfort level, offer them appointment times first before asking them what their symptoms are.  □ True   □ False

2. Student workers are required to handle hostile callers – this is a transferable skill that can be used in any workplace environment.  □ True   □ False

3. If a caller requests to speak with a nurse, transfer the call to the nurse’s station without asking further questions in order to preserve patient confidentiality.  □ True   □ False

4. Student workers are not allowed to witness patients signing the Health Center’s Release of Information form.  □ True   □ False

5. You may release medical information directly to the patient over the telephone if you verify the caller’s identity first.  □ True   □ False

6. An empathetic staff member can often diffuse an angry situation.  □ True   □ False

7. Student workers may check their e-mail or Facebook during down time at the Student Health Center.  □ True   □ False

8. Student workers are required to make appointments to see Health Center providers in order to solicit medical advice or prescriptions.  □ True   □ False

9. Student workers are required to sign two documents in order to work at the Health Center – a Confidentiality Agreement and a Responsibility and Accountability Contract.  □ True   □ False

10. High quality healthcare from the Student Health Center can affect academic success, student retention, and graduation.  □ True   □ False

11. Student workers play a vital role at the Health Center. How can they help the staff support and fulfill the Student Health Center’s Mission?

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