

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?
