



Reception and telephone use

Workplace assessment

Acknowledgement

The structure of this assessment tool is influenced by D DeWalt et al., Assessment Tools, *Health Literacy Universal Precautions Toolkit*, Agency for Healthcare Research and Quality, Rockville MD, 2014, viewed 21 July 2014, www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/index.html

Directions: Select one answer that most accurately describes your Service:

- Doing well:** Our service is doing this well
- Could be better:** Our service is doing this, but could do it better
- Not doing:** Our service is not doing this
- Not sure or N/A:** I don't know the answer, or it is not applicable to our service

		Doing well	Could be better	Not doing	Not sure / N/A
1.	Signs near/at reception meet the needs of consumers with low health literacy.				
2.	Reception staff have excellent spoken communication skills.				
3.	Reception staff greet consumers with kind, welcoming attitudes.				
4.	Information about consumer rights and responsibilities and the service's policies is easily accessible.				



		Doing well	Could be better	Not doing	Not sure/ N/A
5.	A consumer-focused brochure providing information about the service is available,				
6.	People are encouraged to ask about the service's policies and protocols.				
7.	Staff encourage consumers to write down questions while waiting for appointments, e.g. people are offered pen and paper on arrival.				
8.	Staff routinely offer all consumers help to complete forms.				
9.	Staff provide appointment slips for follow-up appointments.				
10	Staff routinely offer to help people make appointments with other health-care providers when given referrals.				
11	Staff are quick to notice and respond appropriately to additional communication needs.				
12	Staff are trained in the use of language services.				
13	The service seeks feedback about the quality of information and customer service.				
14	Staff are trained in telephone etiquette, policies and processes.				
15	Telephone calls are normally answered within three rings.				
16	Callers out-of-hours receive an automated phone message, and options include repeating the message and menu options.				
17	When a phone call is answered, an option is provided to hear information in a language other than English (if appropriate to the needs of the population served).				
18	Scripts are provided for messages that are frequently communicated over the phone, including what to bring to appointments.				