Communications Processes

The processes outlined below are written and developed for employees working at the front desk.

Setting daily reminders for meetings

- Send a meeting reminder to relevant members of staff through their HiFlex Physio Gmail account
- Follow up with a Skype or Slack message if a reply is not received within 2 hours

Contacting staff members in the event of a delivery

- If no payment or proof of identity is required, reception staff is to accept the package and leave a tagged Slack message in the team channel for the relevant staff member.
- If payment or proof of identity is required, reception staff is to contact relevant staff member immediately through a tagged Slack message in the team channel. If no response is received within 10 minutes, reception staff is to make an announcement on the PA system.

Contacting staff members in the event of missed phone calls

- If a staff member misses a phone call, reception staff is to send a private Skype message to the relevant staff member. The message must include details of the caller, including:
  - Name of caller
  - Phone number caller can be reached
  - Message, where applicable

The reception staff must use the Private Conversation setting on Skype when sending client information to ensure that the message is securely sent and received.

Version Control & Document History

Date	Summary of modifications	Version
01 October 2020	Version 1 produced following assessment validation.	1.0
11 March 2021	Updated header to “Setting daily reminders for meetings” Minor formatting updates, including	1.1