

RECEPTIONIST'S CHARTER

WE WILL ENDEAVOUR

TO ANSWER THE PHONE PROMPTLY.

TO DEAL WITH ALL QUERIES,
EFFICIENTLY AND COURTEOUSLY –as we
would like to be dealt with ourselves.

TO ACKNOWLEDGE ALL PATIENTS RIGHT
TO DIGNITY AND CONFIDENTIALITY.

WE WILL ALWAYS TRY TO GO THE EXTRA
MILE TO GIVE THE PATIENT THE BEST WE
CAN OFFER.

ACCEPT THAT WE CAN NOT PLEASE
EVERYONE ALL OF THE TIME.



SMILE