

LOST AND FOUND PROCEDURES

PATIENT BELONGINGS

Accounts may contact us in regard to lost and found items via our web-site or by a phone call. If they use the web-site, an email is automatically sent to our customer service manager informing them. Another possibility is a patient will call directly asking about a lost item. In all cases the customer service manager, or their designate, will look through lost and found in an attempt to locate it. If the time period is such that we might not have received the item back with the soiled linen yet, the customer service manager will inform the supervisors and the deck crew what we are looking for. If the item is found we call the account or patient back and let them know the item is here. We then decide with them the method of return: we can mail it, our driver can drop it off at the account's linen room, or someone can pick it up at our front desk. If the item is picked up at the desk, we will have the item signed for.

At times, it is possible that we can determine the person or account the item came from on our own. Wallets may contain an id and phone number, a piece of equipment may contain an account's name. In this case, we call the account or patient directly with the same options being available for return.

PATIENT INFORMATION

If any type of patient record is found, it shall be placed in a sealed envelope and the account shall be called and options of return decided upon.

Effective: 10/16/2013

Kenneth Schehl

((hlac 2.3.1.1.))