

**Figure 3.2a-\_: Patient and Other Customer Contact Service Standards**

Patient-Customer-Contact Service Standards Types	Patient-Customer Contact Personnel Service Standards	<a href="#">Access Mode</a>	<a href="#">Strategic Action Plans Supported</a>	Related Results
Ease of Doing Business				
Competence of Contact Person				
Resolved Correctly First Time				
Time Required to Resolve	24 hours from time of initial contact or in time to prevent <a href="#">patient and other customer relationship deterioration</a>	<a href="#">C</a>	<a href="#">E</a>	Fig. 7.5-__
After-Hours Support				
Availability				
Problem Response Time				
Patient and Family Compassion				

**Access Mode Key:** **A** = To seek information; **B** = To pursue common purposes; [C](#) = [To complain](#)

Replace exemplary information with information representative of your organization. [Blue](#) underlined words link to [other Templates](#), Results Charts, and [Best Practices](#).

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