


**GUAM MEMORIAL HOSPITAL AUTHORITY
ADMINISTRATIVE POLICY AND PROCEDURE MANUAL**

APPROVED BY:	RESPONSIBILITY:	EFFECTIVE DATE:	POLICY NO.	PAGE
 Joseph Verga, MS, FACHE Hospital Administrator/CEO	Communications	1/1/95	6130-2	1 of 2
TITLE: OVERSEAS CALLS				
LAST REVIEWED/REVISED: 8/09, 9/2012				
ENDORSED:				

PURPOSE:

To delineate the policy and procedure for placing overseas calls or receiving collect calls.

POLICY:

It is the policy of Guam Memorial Hospital Authority to foster communications through approved mechanisms for accepting or placing essential overseas calls. Overseas calls shall be approved in advance by Hospital Administration. Collect calls shall be accepted from employees or Board of Trustees members on official GMHA business. Other collect calls will not be accepted unless prior approval has been granted by Hospital Administration.

PROCEDURE:

A. Placing Calls

1. Requesting Department
 - a. Complete the "Overseas Telephone Request Form."
 - b. Submit the approved form to Communication Dept.
2. Communication Department
 - a. Places call at the desired time or when notified by the calling party.
 - b. Call back requesting department for the time call was completed.
 - c. Communications will then make (2) copies of the request form Original to Requesting Department, (1) copy will be forwarded to Accounting Department and (1) copy will be filed with Communications.

B. Receiving Collect Calls

1. Communications
 - a. Ask the caller if this call is official GMHA business.
 - b. Operator shall locate the party being requested and ask if they wish to accept the charges.
 - c. All collect calls are logged into the Communications Department Overseas log book and a copy will be forwarded to Accounting.
2. All Non-Official Business will be terminated.
3. Accounting
 - a. Review bills and reconcile against Communications log and authorization forms.

ATTACHMENTS:

- I. Overseas Telephone Request Forms (6130-2a)

GUAM MEMORIAL HOSPITAL AUTHORITY
850 GOVERNOR CARLOS G. CAMACHO ROAD
OKA, TAMUNING, GUAM 96913
TEL: (671) 647-2330/2939
FAX: (671) 649-5508 or 649-0145

IT&E
OVERSEAS TELEPHONE REQUEST FORM

FROM: (Caller) _____ **ALLOTMENT No#.** _____

TO: (Other Party) _____
Telephone No#. _____ **Time:** _____
 (A/C) **Number**

_____ **Location:** _____ **City:** _____ **State:** _____ **Date:** _____

MESSAGE/SUBJECT: _____

LENGTH OF CALL: _____

Requested by: _____
 NAME **DEPARTMENT** **DATE**

APPROVED BY: _____
 APPROVAL AUTHORITY **DATE**

Original to Requesting Department. Two (2) copies to Communications Center, One (1) copy will be forwarded to the Accounting Department, after call is Completed.