

GUAM MEMORIAL HOSPITAL AUTHORITY

POLICY REPOSITORY DATABASE

Department/Unit	Responsibility	Policy No.	Policy Title	Effective Date	Reviewed/ Revised Date	Endorsed Date	Rescinded Policy(s) (Dept./Policy #)	Next Review/Update Due Date
Guest Relations Department	Guest Relations Department	104-02	How to Document and Investigate a Complaint	11/7/1994	9/1/2017		Guest Relations Department	9/1/2020
Guest Relations Department	Guest Relations Department	104-03	Complaint Follow-Up	11/7/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-04	Referring Complaints to Someone Else	11/7/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-05	Handling Telephone Complaints	11/7/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-06	Visiting Patients	11/7/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-07	Staff Demeanor and Appearance	11/7/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-08	Confidentiality	11/7/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-10	Reporting Loss of Patient Valuables	11/7/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-11	Absenteeism	11/7/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-12	Orientation For New Employees	10/1/2006	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-13	The Role of Guest Relations Staff in an Infant/Pediatric Abduction	2/24/2009	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-14	The Role of Guest Relations Staff in a Tropical Cyclone and a Mass Casualty Disaster	11/1/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-15	Department Specific Safety Policies	11/7/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-16	Bi-Weekly Safety Inspections	11/7/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-17	Materials Safety Data Sheets (MSDS)	11/7/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-18	Departmental Electrical Safety Program for Non-Clinical Areas	11/7/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-19	Departmental Safety-Incident/Accident and Unsafe/Unhealthful Working Conditions Reporting Procedures	11/7/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-20	Right-To-Know-Law	11/7/1994	10/1/2017		Guest Relations Department	10/1/2020
Guest Relations Department	Guest Relations Department	104-21	Departmental Infection Control	10/1/2006	10/1/2017		Guest Relations Department	10/1/2020