

**GUAM MEMORIAL HOSPITAL AUTHORITY**

**POLICY REPOSITORY DATABASE**

<b>DEPARTMENT / UNIT</b>	<b>POLICY NO.</b>	<b>POLICY TITLE</b>	<b>RESCINDED POLICY(IES)</b>	<b>RELATED POLICY(IES)</b>	<b>EFFECTIVE DATE</b>	<b>REVIEWED/REVISED</b>	<b>NEXT REVIEW DATE</b>
Guest Relations Department	104-01	Refer to: Admin Policy A-RI1000 Grievances/Complaints					
Guest Relations Department	104-02	Deleted 3/2020	Policy 104-02, How to Document and Investigate a Complaint (last rev 09/2017)	Admin Policy A-RI1000, Grievances/Complaints (eff 7/16/2018)			
Guest Relations Department	104-03	Complaint Follow-Up	Policy 104-03, Complaint Follow Up, of the Guest Relations Department Policy Manual (eff 10/2017)	Policy A-RI1000 Greivance/Complaint, of the Administrative Manual (eff 3/16/2020)	5/1/2020	03/2020	03/2023
Guest Relations Department	104-04	Referring Complaints to Someone Else	Policy 104-04, Referring Complaints to Someone Else, of the Guest Relations Department Policy Manual (eff 10/2017)		5/1/2020	03/2020	03/2023
Guest Relations Department	104-05	Handling Telephone Complaints	Policy 104-05, Handling Telephone Complaints, of the Guest Relations Department Policy Manual (eff 10/2017)	Policy A-LD400, Customer Service Guidelines, of the Administrative Manual (eff 1/22/2018)	5/1/2020	03/2020	03/2023
Guest Relations Department	104-06	Visiting Patients	Policy 104-06, Visiting Patients, of the Guest Relations Department Policy Manual (eff 10/2017)	Policy A-RI400, Patient Self-Determination (Advance Directives), of the Administrative Manual (eff 2/18/2020)	5/1/2020	03/2020	03/2023
Guest Relations Department	104-07	Staff Demeanor and Appearance	Policy 104-07, Staff Demeanor and Appearance, of the Guest Relations Department Policy Manual (eff 10/2017)	Policy A-LD400, Customer Service Guidelines, of the Administrative Manual (eff 1/22/2018)	5/1/2020	03/2020	03/2023
Guest Relations Department	104-08	Confidentiality	Policy 104-08, Confidentiality, of the Guest Relations Department Policy Manual (eff 10/2017)	(1) Policy 6420-1, Confidential Information, of the Administrative Manual (eff 11/20/2017); (2) Policy A-LD1000, Claims Management, of the Administrative Maual (eff 02/21/2018)	5/1/2020	03/2020	03/2023
Guest Relations Department	104-09	Refer to: Admin Policy 6190-3 Patient Satisfaction Survey Program					
Guest Relations Department	104-10	Reporting Loss of Patient Valuables	Policy 104-10, Reporting Loss of Patient Valuables, of the Guest Relations Department Policy Manual (eff 10/2017)	(1) Policy 8560-21, Proper Procedures in the Handling of Patient Valuables, of the Patient Registration Manual (eff 03/1996, last reviewed 3/2011); (2) Policy 6301-I-E-8, Patient Checklist: Patient Admission of the Nursing Services Manual (eff 01/2019); (3) Policy A-LD1000, Claims Management, of the Administrative Manual (eff 02/21/2018)	5/1/2020	04/2020	04/2023
Guest Relations Department	104-11	Absenteeism	Policy 104-11, Absenteeism, of the Guest Relations Department Policy Manual (eff 10/2017)	Policy 8650-1.213, Leave - Types and Requirements, of the Human Resources Manual (eff 12/1/2007)	5/1/2020	04/2020	04/2023
Guest Relations Department	104-12	Orientation for New Employees	Policy 104-12, Orientation for New Employees, of the Guest Relations Department Policy Manual (eff 10/2017)	(1) Policy A-HR300, Competence Assessment / Validation, in the Administrative Manual (eff 1/22/2018); (2) Policy 6140-2, Employee Orientation, of the Administrative Manual (eff 12/28/2012)	5/1/2020	04/2020	04/2023
Guest Relations Department	104-13	Role of Guest Relations Staff in an Infant/Pediatric Abduction Event	Policy 104-13, Role of Guest Relations Staff in an Infant/Pediatric Abduction Event, of the Guest Relations Department Policy Manual (eff 10/2017)	Policy 403, Code Pink - Infant and Pediatric Security Plan, in the Safety and Security Manual (eff 2/24/2015)	5/1/2020	04/2020	04/2023

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Guest Relations Department	104-14	Role of Guest Relations Staff in a Tropical Cyclone or a Mass Casualty Disaster	(1) Emergency Preparedness Manual; (2) Policy 338, TCRP Guest Relations (eff 01/2016); (3) Policy 104-14, Role of Guest Relations Staff in a Tropical Cyclone or a Mass Casualty Disaster, of the Guest Relations Department Policy Manual (eff 10/2017)	All other policies contained in the GMHA Emergency Preparedness Manual	5/1/2020	05/2020	05/2023
Guest Relations Department	104-15	Department Specific Safety Policies	Policy 104-15, Department Specific Safety Policies, of the Guest Relations Department Policy Manual (eff 10/2017)	(1) Policy 6140-2, Employee Orientation, of the Human Resources Manual (eff 12/28/2012); (2) Policy 104-20, Right-To-Know Law, of the Guest Relations Department Policy Manual (eff 5/1/2020); (3) Policy 104-17, Safety Data Sheets (SDS), of the Guest Relations Department Policy Manual (eff 5/1/2020); (4) Policy 104-14, The Role of Guest Relations Staff in a Tropical Cyclone or a Mass Casualty Disaster, of the Guest Relations Policy Manual (eff 5/1/2020); (5) Policy 104-13, The Role of Guest Relations Staff in an Infant or Pediatric Abduction, of the Guest Relations Department Policy Manual (eff 5/1/2020)	5/1/2020	04/2020	04/2023
Guest Relations Department	104-16	Bi-Weekly Safety Inspections	Policy 104-16, Bi-Weekly Safety Inspections, of the Guest Relations Department Policy Manual (eff 10/2017)	Policy 212, Bi-Weekly Safety Inspections, of the Safety and Security Manual (eff 9/15/2016)	5/1/2020	04/2020	04/2023
Guest Relations Department	104-17	Safety Data Sheet (SDS)	Policy 104-17, Material Safety Data Sheet (MSDS), of the Guest Relations Department Policy Manual (eff 10/2017)		5/1/2020	05/2020	05/2023
Guest Relations Department	104-18	Departmental Electrical Safety Program for Non-Clinical Areas	Policy 104-18, Departmental Electrical Safety Program for Non-Clinical Areas, of the Guest Relations Department Policy Manual (eff 10/2017)	Policy 204, Electrical Safety, of the Safety and Security Manual (eff 5/19/1990)	5/1/2020	05/2020	05/2023
Guest Relations Department	104-19	Departmental Safety-Incident/Accident and Unsafe/Unhealthful Working Conditions Reporting Procedures	Policy 104-19, Departmental Safety-Incident/Accident and Unsafe/Unhealthful Working Conditions Reporting Procedures, of the Guest Relations Department Policy Manual (eff 10/2017)	Policy 208, Employee Accident and Hazardous Conditions Reporting, of the Safety and Security Manual (eff 3/30/2016)	5/1/2020	05/2020	05/2023
Guest Relations Department	104-20	Right-To-Know Law	Policy 104-20, Right-To-Know Law, of the Guest Relations Department Policy Manual (eff 10/2017)	Policy HZ 103, Hazard Communication Training Program, of the Hazardous Materials and Waste Management Manual (eff 4/26/2016)	5/1/2020	05/2020	05/2023
Guest Relations Department	104-21	Departmental Infection Control	Policy 104-21, Departmental Infection Control, of the Guest Relations Department Policy Manual (eff 10/2017)	(1) Policy 6301-20, Infection Control Policy, of the Infection Control Manual (eff 1/17/2018); (2) Policy 6201-120, Hand Hygiene Policy, of the Infection Control Manual (eff 4/1/2018); (3) Policy 6201-130, Personal Protective Equipment, of the Infection Control manual (4/1/2018)	5/1/2020	05/2020	05/2023