

Customer Service Standards

The Medical Board commits to providing good customer service to all its customers, both internal and external. The Board and its staff will treat all of our customers with courtesy and respect by responding to requests in a timely manner; striving to identify customer needs; and working to resolve customer complaints. The principles outlined below will assist the Board and its staff in accomplishing this goal.*

Listening and Responding

- Staff will listen patiently to the customer to clearly understand the customer's needs.
- The Medical Board's regular office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Phone calls will be answered promptly during these hours in a professional, polite manner.
- Staff will update voicemail and email greetings when they are out of the office so our customers know when to expect a response or who they can contact if they need faster assistance.
- Staff should, whenever possible, respond to voicemails and emails within 48 hours.
- Staff should, whenever possible, respond to written correspondence within 10 days.

Informing

- The Medical Board will make information available in a variety of formats (e.g. its website, fact sheets, emails, newsletters, etc.) to provide the broadest range of communication options possible.
- The Medical Board will inform customers as early as possible about policy and regulatory issues.

Collaborating

- The Medical Board will solicit input from and collaborate with its customers to review and update policies, procedures, and services.
- The Medical Board will work with its customers to try to find solutions to their problems or situations.

Training

- The Medical Board will provide customer service training to its staff on a regular basis.
- The Medical Board will review and utilize feedback from customers to improve customer service policies and practice.

The Medical Board recognizes that our customers, both internal and external, deserve competent, efficient, and responsive service. To that end, the Medical Board will continuously evaluate its performance in meeting these standards and work to improve.

**Pursuant to Section 121.91 of the Ohio Revised Code, these customer service standards are established by The State Medical Board of Ohio (Medical Board).*