

Personal Health Division

Customer Service Standards Customer Specific Service Area Expectations



The Customer Service Standards are designed to provide the individual service area's customers with a reasonable expectation of outcomes. In addition, we want our customers to know what to expect as we move toward "Customer Focused Service Excellence". Service Areas will respond to all inquiries as soon as practical and in accordance with the listed standards. Should a customer have an encounter with service area staff that does not meet these expectations, please contact the Personal Health Manager, Lisa Letts, at (269) 673-5411 or email lletts@allegancounty.org, as soon as possible to discuss your experience. We are committed to creating an environment where everyone is treated with dignity and respect at all times.

1. Service Area Hours of Operation: **Monday – Friday, 8:00am to 5:00pm**
2. Service Area General Communication Expectations:
 - Telephone Inquiries
 - Calls will be answered promptly, unless we are with another customer or working with a team member. If this happens, please leave a voicemail. We will get to your voicemail as soon as possible and reply within 24 business hours.
 - We check our voicemails once arriving at work and frequently throughout the business day. If we get back to the office after 5:00pm, we check our voicemails the following business day.
 - If you call and we are unable to help you, we will try to find the correct location/person to have your inquiry addressed.
 - Email/Website Inquiries
 - All e-mail and/or website inquiries, will be acknowledged with-in two business days. If an e-mail request is expected to take longer than two business days, the acknowledgement will provide a date when the requested information will be available or provide a status update.
 - If the individual you are contacting is out of the office, an automated email notification will be sent to the customer. This notification will include the individual's return to work date and an alternate contact.
 - Front Desk (in person) Inquiries
 - Personnel will be available at a front desk to respond to your inquiry.
 - Personnel will listen effectively to your request and take the necessary action to assist you.
 - Customers will be informed of the normal process time for their inquiry, when they can expect completion and any delays that may arise in the process.
 - Customer will be provided the contact information of the person who is to follow up with them and guide them through the process.
 - Customer will be informed if there are alternative options.

3. Service Area Service Delivery Standards

a. Communicable Diseases

- The Communicable Disease team maintains and displays communicable disease case counts in a monthly report that is posted on our website: www.allegancounty.org/health/personal-health/communicable-diseases.
- The Communicable Disease team notifies the Michigan Department of Health and Human Services (MDHHS) within 24 hours when we suspect a communicable disease outbreak.
- The Communicable Disease team will respond to inquiries received within 2 business days.

b. Hearing and Vision Screenings

- The Hearing and Vision team conducts periodic free hearing and vision testing and screenings of Allegan County residents. The time and location are posted through ACHD communication channels (website, social media, and newsletter).
- The Hearing and Vision team also travels to school settings throughout Allegan County to perform screenings for children.
- The Hearing and Vision team will respond to inquiries received within 2 business days.

c. Sexual Health Services

- STI/HIV testing is available by appointment. If you call to make an appointment for testing you will be offered an appointment time within 2 weeks to be seen.
- The Sexual Health Services team conducts surveillance screening, clinical examination, testing and treatment of at risk individuals. Education, referral, follow up, and sexual partner notification is also provided to individuals.
- The Sexual Health Services team will respond to inquiries received within 2 business days.

d. Children's Special Health Care Services (CSHCS)

- The CSHCS team helps persons with chronic health problems by providing information and connecting them to resources.
- The CSHCS team will attempt to locate individuals or families who do not return a CSHCS Application within 30 days of being invited to join CSHCS, to offer assistance with application completion.
- The CSHCS will respond to inquiries received within 2 business days.

e. Immunizations

- Immunizations and TB Skin Tests are available by appointment only. If you call to make an appointment you will be offered an appointment time within 2 weeks to be seen.
- The Immunizations team can also provide you with information about immunization schedules, immunization records, and waivers.
- The Immunizations team will respond to inquiries received within 2 business days.