

Customer Service

The Ohio Department of Health (ODH) fully embraces the concept of quality customer service, and believes that all employees, regardless of amount of contact with the public, should adhere to the highest standards of professional behavior when interacting with others. ODH also believes that all persons with whom an employee interacts, including both external (i.e., the public, the media, non-ODH employees) and internal (i.e., ODH staff, local health department staff, vendors) customers, should be treated with the same level of professionalism. Thus, for purposes of understanding ODH customer service standards, a “customer” is defined as “any person or persons with whom the employee interacts during the course of conducting ODH business including: ODH colleagues, representatives of other state agencies, subgrantees and contract vendors, members of the media, and the general public.”

Ohio Department of Health Customer Service Standards

The following standards will apply to all ODH employees. For purposes of employee performance evaluations, supervisors will review with the employee specific expectations for each standard consistent with the employee’s job description. For example, responding to customers in a “timely manner” may be different depending on the type of communication, issue, etc.

1. Employees will communicate with customers, whether in person, in writing, via telephone and/or via email, in a manner that is respectful, courteous, and professional at all times.
 - a. Employees will use plain language for all communication with the public, and will explain any acronyms and/or jargon used.
 - b. Employees will listen to customers (both internal and external), with the goal of understanding their ideas, needs, concerns, issues, etc.
 - c. Employees will respond to customer inquiries in a timely manner.
2. Employees will provide high quality communication to customers, whether in person, in writing, via telephone, and/or via email.
 - a. Employees will provide accurate, complete information to the customer by the deadline agreed upon when the request is made.
 - b. If an employee cannot answer a customer’s question or fulfill a customer’s request, the employee will find another appropriate employee who can. If no such colleague can be found, the employee will notify his/her supervisor immediately.

c. If a customer's request cannot be granted (i.e., rules prohibit the release of information, etc.) the employee will explain to the customer why the request cannot be granted.

d. Employees who are unable to resolve customer dissatisfaction will notify their supervisors immediately, providing contact information for the customer and a short description of the customer's issue or reason for dissatisfaction.

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