

## **STANDARD OPERATING PROCEDURE- GUIDELINE**

### **PREFERRED METHOD OF DEPARTMENTAL COMMUNICATION**

#### **SCOPE/APPLICABILITY:**

This guideline applies to all OBGYN Staff, Faculty and Midwives

#### **BACKGROUND:**

Administrative staff work to support the needs of the department, our faculty, midwives and learners. With the shift from remote work to a hybrid setting, staff have experienced various types of communication methods and requests. Juggling multiple communication systems, tools and expectations can cause inefficiency, job dissatisfaction and burnout for staff, faculty and midwives.

This guideline seeks to streamline the department's communication strategy between administrative staff and faculty/midwives.

#### **DEFINITIONS:**

Normal business requests: Communications related to tasks, information and assignments of normal urgency.

Critical business requests: Communications related to issues that affect immediate patient care, health or safety issues, logistical crises. Examples include: Locked access to Cerner with an upcoming clinical shift; Food not arriving for a divisional meeting at 6pm, etc.

Core business hours: 8AM to 5 PM, Monday-Friday

#### **GUIDELINES:**

UNM Salud Email or in-person requests are the preferred methods of communications for normal business requests during core hours. With the exception of holidays, closures and approved leave, staff are expected to respond or acknowledge a request within a business day.

UNM Salud Email is the preferred method of communication for normal business requests outside of core hours. Due to the nature of patient care, faculty and providers may be working outside of core business hours and should send communications via email as opposed to text or phone call.

UNM Salud Email, in-person requests or direct phone call to the admins designated phone are the preferred methods of communication for critical business needs during core business hours

Communications on personal devices such as cell phones are discouraged and should be limited to critical business needs outside of core business hours.



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**APPROVALS:**

SOP Owner:	Sarah T. Martinez	Date: 3/2/22
Chair Approval:	<i>Eve Espey</i>	Date: 04/07/2022
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