

**Figure 3.2a-\_: Patient and Other Customer Access Approaches**

Types of <u>Patient and Other Customer</u> Access and Information Provided		
To Seek Information	To Pursue Common Purposes	<u>To Complain</u>
<b>Forms of <u>Patient and Other Customer</u> Access Provided</b>		
Toll-free Telephone Number		Toll-free Telephone Number
Internet, Intranet	Internet, Intranet	Internet, Intranet, Forms
Support Assistance Fax		
<u>Patient and Other Customer</u> Support Hotline	<u>Patient and Other Customer</u> Support Hotline	
	Regional <u>Patient and Other Customer</u> Support Centers	
		<u>Patient and Other Customer</u> Forums
<b>Forms of <u>Patient and Other Customer</u> Contact Information Provided</b>		
	How to use programs/offerings booklets	
Contact information included in health care service documentation		Contact information included in health care service documentation
Internet Home Page, Intranet	Internet Home Page, Intranet	Internet Home Page, Intranet
Email Address	Email Address	Email Address

Replace exemplary information with information representative of your organization. Blue underlined words link to other Templates, Results Charts, and Best Practices.

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