

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Provider Name: \_\_\_\_\_

## **GHS FY 2023 ANNUAL COMPLIANCE**

### **CUSTOMER SERVICES AND WELCOMING**

1. You should never transfer an individual to Customer Services if you do not have an answer to a question posed.
  - a. True
  - b. False
  
2. Consumers should always be treated with dignity and respect.
  - a. True
  - b. False
  
3. It is only Environmental Services responsibility to make sure the environment is clean.
  - a. True
  - b. False
  
4. Customer Services receives upwards of 2500 calls per month.
  - a. True
  - b. False
  
5. It is our job to educate people to combat stigma here at GHS.
  - a. True
  - b. False