

**DEPARTMENT OF HEALTH
NURSING CARE QUALITY ASSURANCE COMMISSION**

WHPS Procedure Summary 26.01: Office Hours and Standards

Washington Health Professional Services (WHPS) provides accessible and timely services to protect the public and support the role as a trusted source of information.

SUMMARY

1. Office Hours and Standards:

- A. WHPS is open for business Monday through Friday (excluding holidays) from 8am to 5pm.
- B. WHPS provides continuous telephone coverage.
- C. Phone messages are to be returned within one (1) business day; email messages are to be answered within five (5) business days.
- D. The WHPS Director ensures adequate administrative office coverage during business hours. Standard work hours are Monday – Friday, 8am – 5pm. Deviation from this schedule may be approved by the WHPS Director.