

Concierge

The Doctor on Call Standard

Five steps for when a guest feels unwell. The desk's job is to reach the right help quickly, never to diagnose, and to keep the guest's health private.

Who	When	You need
Concierges and front office, with the duty manager	Any guest who asks for a doctor, a pharmacy or medical help	The medical contacts card, the duty manager's phone, a quiet room

Measured by Emergency number called first if urgent · Duty manager told within 5 minutes · No health detail said in public areas

1 Judge urgency

Ask one question: is this an emergency? For chest pain, trouble breathing, heavy bleeding or a fall with injury, call the local emergency number at once, then send the first aider and the duty manager.

"Mr Weber, I'm calling an ambulance now, and our duty manager is on the way to you. Please stay on the line with me."

Common mistake Calling the hotel doctor for chest pain because it feels less dramatic. The ambulance is the faster way to a hospital.

2 Offer options

If it isn't urgent, offer the choices on the medical contacts card: a doctor to the room, a clinic or a pharmacy, with the cost and the wait for each. Let the guest choose. Never hand out medicine.

"A doctor can be here within the hour for about €180, or the clinic 10 minutes away sees people until 20:00."

Common mistake Choosing for the guest to save time. They needed their insurer's clinic, and now they pay twice.

3 Keep it private

Take the details by phone or somewhere quiet, never across a busy desk. Share the guest's health only with those who must act on it: the doctor and the duty manager. No symptoms in the shift log.

"Doctor called for room 214 at 19:40, arriving 20:30. Duty manager informed. Details with the DM only."

Common mistake Repeating the symptoms aloud at the desk to confirm them. The couple waiting behind now know why the guest stayed in.

4 Support the visit

Meet the doctor at the entrance and take them to the room with the duty manager or a colleague. Offer someone to translate if needed. If medicine is prescribed, offer to collect it from the pharmacy.

"Dr Conti is here for you, Mrs Haddad. Once she has seen you, I can collect anything she prescribes."

Common mistake Giving the doctor the room number and leaving them to find it. A stranger walks the corridors and knocks on the wrong door.

5 Check in

Call or visit within 2 hours of the doctor's visit, and again the next morning. Ask if anything should be sent up. Ask housekeeping to service the room only on request, without saying why.

"Good morning, Mrs Haddad. I wanted to ask how you are feeling, and whether we can send anything up."

Common mistake Treating the doctor's visit as the end of it. The guest spends the day in bed and remembers that nobody called.

Our Medical Contacts

The numbers the desk needs when a guest is unwell,
filled in for your own hotel. Keep one by every
desk phone, next to the local emergency number.

Doctor on call

Name and number _____

Hours and waiting time _____

Cost to the guest _____

Languages spoken _____

Nearest hospital emergency

Name and number _____

Hours and waiting time _____

Cost to the guest _____

Languages spoken _____

Late-night pharmacy

Name and number _____

Hours and waiting time _____

Cost to the guest _____

Languages spoken _____

How to use this with your team

Fill it in with the duty manager at Monday's briefing. On the first of each month the head concierge calls each number to check it still works. New staff read it on their first shift.

Part of the DolceVita Standards Library: free operating standards for every department of the hotel, at dolcevitahospitality.com/free-resources.