STANDARD OPERATING PROCEDURES

MEDICAL RECORDS DAILY FUNCTIONS & TASKS

OPENING

1. Turn on lights. Turn on operational equipment (computers, monitors, copiers, scanners). Clock into ADP payroll system.
2. Check your email throughout the day. Log onto Spark. There may be information from the previous shift that could impact your routine. Log onto Med informatics/SECTRA.

HIPAA

1. Ensure that all documents with patient information are turned upside down on desk.
2. Ensure that papers containing PHI are placed in shred bin, as required.
3. If address or contact number is incorrect, have patient write it on paper and shred after entering into MI.
4. Complete HIPAA exam annually.

ANSWERING THE PHONE

1. Ensure phone volume is turned up to appropriate level to hear calls. Calls are to be answered within 3 rings. If you are unable to answer phone, voicemails need to be returned within the 30 minutes.
2. Be as helpful and courteous as possible when answering the telephone. Keep an upbeat tone of voice and smile when speaking with the caller. The front desk staff gives the first impression/ contact that the outside public has with Valley Radiology.
3. Scripting to use is as follows: "Good Morning (afternoon), thank you for calling Valley Radiology, my name is _____, how can I assist you today?"

DAILY TASKS

1. Throughout the day:
    a. Prepare CD for mailing and Pick up
    b. Assigned Teleradiology
    c. Work the "EXAM ON HOLD" List
    d. Work the "MISC DOC" List
    e. Schedule Clinical Trials
    f. Schedule LIEN exams
    g. Work Subpoenas

      h.   Work the Outside Priors List.

2. Follow-up on voicemails throughout the day both your extension and site mailbox.
3. Help cover lunches. Take assigned breaks and lunches at scheduled time. Inform supervisor when you are taking your assigned breaks and lunches.
4. Assist patients with billing questions by calling the number on the bill and help the patient with resubmitting to appropriate insure or speaking with a representative to assist the patient.

CLOSING

1. Log out of computer and put all computer equipment in energy saving mode.
2. Close and lock external doors at appropriate closing time.
3. Clock out of ADP payroll system.
4. Turn off all lights, exit ensuring door is locked behind you.
5. Inform management immediately if something is not in proper order or functioning properly.