



## STANDARD OPERATING PROCEDURES

### LEAD SCHEDULING – CALL CENTER

#### OPENING

1. Log into computer
2. Clock in on ADP payroll
3. Log into Spark and create "Scheduling Group Chat"; Company instant messaging system
4. Check e-mail; keep open and check throughout the day
5. Log into Medinformatix
6. Log into Ignite and phone; Call Center Queue

#### CUSTOMER SERVICE: "MAGIC" Make A Great Impression on the Customer

1. Answer incoming telephone calls
2. Re-direct calls as needed without having caller on hold for too long
3. Dock all NEW SCMG e-orders
4. Call STAT/ASAP/URGENT orders
5. Reach out to appropriate location for last minute cancellations/reschedule

#### 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.

#### SCHEDULING:

1. Verifying patient's demographics, paying close attention to phone number(s) and insurance information
2. Keep track of duplicate accounts, search by DOB; report any duplicate accounts to Celine
3. Appointments should only be set in *Search Wizard*, unless you are adding an approved double booking, then set in *Books View*
4. Cancellations/Add-ons/No Shows-refer to VRC policy and procedures and specific worksteps in MI

5. Call *Pending* orders
6. Communicate with team if assistance is needed with patient care
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#### **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?"
4. Cancellations/Add-ons/No-shows- refer to VRC policy and procedures and specific worksteps in MI.

#### **CLOSING**

1. Log out of Call Center Queue; wait until NO calls are waiting
2. Log out of all applications
3. Clock out in ADP payroll
4. Turn off lights; except the front hallway light