STANDARD OPERATING PROCEDURES

FRONT DESK DAILY FUNCTIONS & TASKS

OPENING

1. Unlock front door. Turn on lights. Turn on operational equipment (computers, monitors, copiers, scanners). Clock into ADP payroll system.
2. Check your email throughout the day. There may be information from the previous shift that could impact your routine. Ensure that insurance websites are open on second monitor. You can sign into Medinformatix twice. One for patient check and one to monitor STAT/significant results. Log onto Spark.
3. Open doors to exam rooms, turn on medical equipment (as assigned by technical lead staff).
4. Turn on TV/Roku in waiting room. Check lobby is ready for patients- chairs are aligned, neat and organized. Magazines available for patients. Check restrooms to make sure they are clean, soap dispensers working, paper towels available. Otherwise, notify management.
5. Check in with technologist staff, ensure that everyone scheduled is present. If technologist calls off or doesn't show up, contact modality lead for direction on how to handle scheduled patients.
6. Check list in Orders View in MI for what is missing for today's scheduled patients.
7. Check packets from last shift, prepare all patient packets for scheduled patients check in for the office.
8. Opener completes the payment log. (refer to SOP for Daily Cash Closing) Each staff member is responsible for verifying the petty cash amount at the beginning and ending of their shift without exception. Staff must report any discrepancies to the Lead immediately.
9. Check all phone messages and take action on all calls.
10. Check STAT and Significant findings list in orders view in MI. Ensure all STATS and Call Reports have been completed from the prior day.
11. Call and confirm any appointments that are not marked done in MI on the "Appointment confirmation list".
12. Follow Clerical Staff checklist.

CHECK IN

1. Check in patients. Make eye contact, smile. Greeting: "Good morning (afternoon), welcome to Valley Radiology, my name is______, how can I assist you today?". Greet patient and ask for patient name. If you are helping other patients- ask patient to have a seat and you will be with them in a moment. Look up patient in MI and confirm demographic information (name, address, insurance, phone number and email). Ensure name on insurance card matches name on chart- including middle initial. Reference the RIS workstep document for proper designation

in the RIS depending on type of Insurance, Group account, Lien, Clinical trial type of exam. Mark patient as 'Arrived' in MI. Give any necessary paperwork to the patient to fill out or update. Check the file to be sure an updated Notice of Privacy Practices has been signed and the HIPAA Consent form is acknowledged within the past year. If patient is a minor- parent must be present or parental guardian.

2. Obtain all insurance cards and scan them into MI. Verifying subscriber information.
3. Scan picture ID and scan forms into MI.
4. Verify the correct exam order is scanned in and ensure the correct exam is listed as the procedure in MI.
5. Explain time of service collection. Collect co-pay/ co-insurance/Deductible and log information in MI, save receipts to chart, print out receipt for patient. Provide information regarding VRC's payment plan options as per the VRC Payment plan policy. Collect payments for cash paying patients according to the VRC cash fee schedule. If patient elects to forgo insurance then make sure the form is signed and proper cash fee is collected and receipt provided to the patient.
6. Once check in is complete, mark the patient 'ready for tech' in MI.
7. Offer medical release form for images and reports to be mailed or picked up at patient check-in. 3-5 business days to be mailed. STATs are 24 hours after 1pm.
8. Inform the patient of the approximate wait time for them according to the schedule or workflow and ask them to be seated. Remind the patient that if we have not called their name in 15 minutes, to have them check back in at the front desk. Always scan the waiting room and ensure that every patient has been checked-in. If patients have been waiting for a while, check-in with technologist on updated wait time. Offer patients water once verifying prep.
9. If needed, direct patient to the appropriate waiting area

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.

WALK-IN APPOINTMENTS

1. For walk in appointments- search for Patient in MI. If patient is not in MI, create new patient. Be cautious of duplicate exams, always verify before completing a new one. Enter demographics information. Add request for exam and schedule appropriately. Scan in documents into MI. If patient is seen at the same time then eligibility and TOS collections will need to be verified and calculated. Refer to the various RIS worksteps for checking Eligibility, Authorization and Cost estimations. If patient has a STAT appointment, mark patient as STAT in MI using the drop down menu to distinguish between STAT vs ASAP.
2. Finding an order- look at appointment request in MI. If order is not in MI, look on the general fax 'G drive'. If it is not saved there, check the e-fax in your email. If order is not present in any location, contact referring physician office. Instruct physician's office to send order to front desk fax for this time only. If SCMG (or other) provider office utilizing electronic orders interface then

instruct them to send E-order. If an order is present but needs to be changed then a verbal order change is sufficient.

3. Walk in patients for CT prep- document in chart for technologist to verify that patient received barium or colonoscopy prep.
4. If patients call for prep instructions, after providing prep based on information in the RIS, make a note in the patients chart.

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.

DAILY TASKS

1. Update address collections on returned mail.
2. Double check schedule for missing documents- order, auth, eligibility and TOS
3. Throughout the day, call STAT/Significant findings. Mark them as 'done' in MI.
4. Scan in any documents that come through front desk fax.
5. Follow-up on voicemails throughout the day both your extension and site mailbox.
6. Clean the lobby though out the day
7. Interact with patients and update them on appointment wait times if needed. Provide water or other services as applicable.
8. Create packets for the next day with clean forms- generate populated forms in MI. (refer to SOP packets)
9. Help call center with scheduling as needed, during peak times, or during employee time off/ sick calls.
10. Clean your courtesy clean your station before the next shift/employee takes over.
11. Clean weekly/frequently with disinfectant the front desk and patient facing areas including patient's pens and clip boards.
12. Help cover lunches. Take assigned breaks and lunches at scheduled time. Inform supervisor when you are taking your assigned breaks and lunches.
13. 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.
14. Walk in patients for CT prep- document in chart for technologist to verify.
15. Appointment reminder calls. Place calls for next day appointments from the Schedule order view. Make sure to provide Exam type, location and when to arrive for the appointment, Cost sharing amount (copay, co-insurance, deductible). Make sure to inform patient that stated $$ amounts are estimates and the figures could change based on several factors determined by

their insurance company and specific plan. Tell patients who don't owe money at time of service, that their insurance company may still determine that they owe out of pocket costs which they receive a notice from our billing company.

CLOSING

1. The front desk staff member must be present until all patients are checked-out.
2. Evening person is responsible balancing the MI financial report and the Zirmed report. Ensuring that both reports match, if there are errors, errors need to be fixed same day. Sign and initial log sheet.
3. Log out of computer and put all computer equipment in energy saving mode.
4. Close and lock external doors at appropriate closing time.
5. Clock out of ADP payroll system.
6. Turn off all lights, exit ensuring door is locked behind you.
7. Inform management immediately if something is in proper order or functioning properly.