STANDARD OPERATING PROCEDURES

CALL CENTER CSR 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 Medinformatics. Ensure that insurance websites are open on second monitor.
3. Log into the call center to begin taking calls. Following the 'Scheduling in Medinformatics' SOP.

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?"
4. Cancellations/Add-ons/No-shows- refer to VRC policy and procedures and specific worksteps in MI.

DAILY TASKS

1. During down time in the call center:
    a. Double check schedule for missing documents- order, auth, eligibility and TOS (assisting Chaser as needed)
    b. Processing electronic orders (following Master Order Processing SOP)
    c. Call outbound to patients that have docked orders.

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.
5. Monitor call center que and inform Lead or Supervisor if additional headset are required.
6. When handling unique situations, get the patients contact information and pass it onto a Chaser or supervisor to handle. That way you can take the next inbound caller that is waiting.

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.