Valley Radiology
CONSULTANTS

STANDARD OPERATING PROCEDURES

ORDER PROCESSING 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. CHECK EMAIL eFax orders
    b. Process orders into MI
    c. Check Patient's chart for duplicate orders/request
    d. Make sure the number of eFax is kept at 20 or less.
    e. If eFax number increases, let Patient Access Supervisor know immediately so that additional assistance is provided.
    f. For STAT & Urgent Orders, make sure they go to Call Center Lead or the designee.

     g. Make sure there is a phone number for the patient, on the orders; if no phone number, please respectfully contact the PCP office.

2. Follow-up on voicemails throughout the day for your extension.
3. Take assigned breaks and lunches at scheduled time. Inform supervisor when you are taking your assigned breaks and lunches.

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.