

- Your main tasks will be to warmly welcome and check in patients, respond to their questions, collect co-pays, handle paperwork, and schedule appointments, as necessary. Remember to always greet each patient with a smile and treat them with care and kindness.
- Please arrive at work on time presentable and in uniform(scrubs). Special Friday wear will be announced when allowed.
- Per HMI handbook page 17 A ; i. : Forbidden body ornamentation includes but is not limited to: visible tattooing on face, neck arms or hands. Tattoos in excess of 1 inch in any dimension. Tattoos displaying graphic or content, violence, drugs, sex, alcohol related products or gang affiliation/significance. **Any such tattoo must be obscured completely by clothing at all times while on the owned or rented premises of HMI.**
- Employee Badges should be worn while on HMI-owned or rented premises.
- Opening shift should arrive 45 minutes prior the first patient of the day
- The closing shift should stay until the last patient of the day finishes their scan and leaves the facility. As a courtesy to others, please tell the staff you are leaving for the day.
- Make sure to clean up the "WORKFLOW Arrive and Check-In" tab at each location by updating it to the current date of service. Additionally, cancel injections, transportation, and sedations once the patient has moved to the "READY TO BE SEEN" status.
- All CD requests in King should be kept current and all CDs should be done throughout the day.
- All patient requests that are over 2 weeks old should be discarded and requests should be canceled in KING with note patient did not pick up.
- Daily deposits must be sent by courier to Claudia. A report with cash and checks along with the deposit is required. It is not acceptable to hold deposits. Keep in mind our couriers work on a tight schedule, they will appreciate it when you have the deposit ready for pick. Do not send the deposit if it is short.
- Immediately report to Claudia and Silvia if you are short and or over in cash. This includes your petty cash.
- Each location is responsible for ordering supplies. Each location has one assigned team member to place an order for supplies.
- The last person to leave should restock all supplies; printer with paper...pens..ect. Tablets should be left charging for the next date of service. \*
- Keep your station clean and always follow HIPPA rules. Never leave patient demographic in the view of others.

- \*Weekend shifts; if you are covering another location the workflow does not change. It is not acceptable to leave CD'S undone, tablets not charged and or station not clean for the next day shift.
- Daily CASH log should always be current and accountable for.  
Everyone should sign in and sign out PEDI cash (no exceptions)  
If you are low on change, ask one of the drivers to make a change.  
All cash should be kept in the safe. DO NOT have cash out in an envelope.
- Cell phones use at the front desk is prohibited. If you need to make a call it is best, you step away from the front desk.  
Personal calls should be kept to a minimum of 5 minutes.
- As a courtesy to patients ALL personal conversations at the front desk should be kept to a minimum.
- Filing and or polishing your nails at the front desk is unacceptable.
- Keep the area clean of excessive personal items such as make-up, hair ties, hairbrushes, lotions, books, or any sort of personal reading material.
- Absolutely no eating at the front desk
- HMI is paperless therefore keep the front desk area clean of excessive pens, colors, highlighters ect
- No space heaters are allowed.
- The allotted time for a meal break is 60 minutes and must not interfere with workload requirements.

*Silvia Flores*

Office manager