

Call Transfer Guidelines

Last Modified on 04/22/2024 1:39 pm EDT



Call Transfer Guidelines

Note:

- Please keep in mind our "One Call Resolution" philosophy. Transferring calls should be the absolute exception, not the rule.

What do I do:

- Prior to transferring the call, the patient will be informed that he or she will be transferred to the clinical office staff to discuss further
 - Note: Agent will not make any guarantees to the ability to work in appointments
- Calls should be transferred to a Center Director or Supervisor. If they are not available, the medical assistant should take the calls without complaint.
- When transferring calls to the clinical office, the call should always be announced. [Warm Transfer]
 - Note: All calls will be accepted by the clinical office even if there is no possibility of working the patient into the schedule. When a patient cannot be accommodated, it is the clinical office's responsibility to inform the patient, not the scheduling department.
- Agents will always introduce themselves to the person answering the call and explain the nature of the call.

EDITED: 04/22/2024
