

Call Flow - Inbound - Checklist

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Follow the below process when handling inbound calls.

1. Use Approved Opening Statement

Note: Listed in Noble

2. Verify and Update Patient Demographics

3. Confirm if Patient has Order and Ask "What is listed on the order?"

Note: Advise caller to bring order to their exam.

4. Review Patient History and Previous Reports

5. Validate Questions and Choose Appropriate Exam Types

6. Discuss if Prior Films are Required

7. Choose Location, Date, and Time

8. Provide Closing Confirmation:

- Exam Type
- Date and Time of Exam
- Appointment Location and offer Address
- All Prep Instructions
- Offer Further Assistance
- Approved Closing Statement

REMINDERS:

- Enter all required notes in Merge
- Terminate, Choose Correct Status Code, and Resume in Noble

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