

# General Reminders

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## General Reminders

Please follow the general reminders as a rule of thumb for any situation within the Contact Center.

Note: Reach out to Leadership with any concerns or questions for your specific scenario.

- Call the center if you have any doubts about scheduling. (Exam type, location, date, time, etc.)
- If it is not listed that we do not do the exam, call the center to confirm.
- Never force an exam onto the schedule (without verbal authorization from the center).
- Confirm the order of exam and time between exams when scheduling more than 1 exam on the same day.
- We should not email a patient directly at any point in time.
- We should not email a center team member directly, please send emails to [All\\_WR\\_CC\\_Leadership@washingtonradiology.com](mailto:All_WR_CC_Leadership@washingtonradiology.com)
- If we receive a call or email from a center team member, forward onto leadership. Center team members should not be reaching out to agents directly.

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