WASHINGTON RADIOLOGY

Communication throughout the day, sometimes several times throughout the day is essential when working remote. As we begin to transition from onsite to remote work, you will need to become familiar with the expectations set forth to ensure we work effortlessly together for continued support & care for our patients. Your work environment at home should be structured as it would be onsite.

What does a professional environment for remote work consist of?

- Team member must ensure that the home office is just that; a space set aside for the team member to work

- Free of noise from electronics, animals, other individual or family members, etc.

- Securely maintain all Solis materials within the home, including patient information

- Ready and available for calls at all scheduled work times

- All Solis policies as stated in the Team Member Handbook still apply

- Issues preventing the agent from fulfilling assigned job duties for 10 minutes or longer must be reported to a member of Leadership; these include but are not limited to the following:
    - Technical/system issues
    - Internet outages
    - Power outages

- Agents should not stream non-work related applications or websites as this will interfere with the download speed and call quality

Daily Responsibilities:

- Ensure all systems are free of error
    - ADP - Clock in/out according to your scheduled shift
    - Noble/Headset - Report any issues to your supervisor
        - Pause Codes that require a follow up email for exception purposes
            - Technical
            - Meeting
            - Coaching
            - Training

- Outlook
  - Teams - Remain logged in and Available, unless in an approved meeting/training
  - Shift Track - It is the agents responsibility to refresh Shift Track daily to ensure the most up-to-date schedule is displayed; discrepancies must be reported to your supervisor and WFM

Situations that may require an agent to report/return to the Contact Center:

- Team Meetings
- Technical Issues (unable to perform job duties due to technical issues)
- Internet Outages or Power Failure (for more than 1 hour or ongoing)
- Drop in Performance, Attendance or Conduct
- Lack of response or timely response to Leadership, WFM, or HRBP
- Changes in job duties

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