

Admin Daily Goals and Prioritization

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Reminder of the daily WR Admin goals:

Orders:

General expected service level goal is 24 hours from the time the order comes in to when it is processed.

- Electronic Orders - Our goal is to complete 130 orders processed in a full day (7.5 hrs) per person. This comes out to about 17 orders an hour. This is a good goal to strive for as you are working on processing these orders.
- Athena Orders - Our goal is to complete 50 orders processed in a full day (7.5 hrs) per person. This comes out to about 7 orders an hour. This is a good goal to strive for as you are working on processing these orders.
- Emailed and Faxed Orders – While the amount of orders received via email or fax will fluctuate daily, the processing time should average around 5 minutes per order. This includes saving in orders received folder, scanning into Onbase, and updating the account in Merge.

Online Requests:

- The average online requests that should be processed in a day is 60. This number comes out to an average of processing 8 online requests per hour. This will allow us to help maintain our promise to the patients of a 24 hour turnaround time.

Physicians:

- The average physician request should take a maximum of 10 minutes. We understand some requests may require additional research. This should be done within 4 hours of receipt of the request.

Duplicates:

- The average duplicate account request should take a maximum of 10 minutes. We understand some requests may require additional research. This should be done as soon as possible. Turnaround expectation is to be completed within 24 hours of receipt.

Understand these are not set goals. They are goals to strive for and can change at any time to fit the business needs. We will continue to rotate tasks throughout the admin team and will begin incorporating the additional agents who are trained in admin work.

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