Red Team Expectations

Medical Assistants

- Zana Smith (Lead)
- Julie Albiston
- Angie Hernandez

Divisions Supported

- Cardiology
- Genetics/Metabolics
- Infectious Disease

Daily Team Work Expectations

1. Incoming calls
   - Each Triage MA will be on Auto In and ready to receive incoming calls at their designated start time of 8:00AM or 8:30AM.
   - Be available on Auto In at all times possible in order to receive incoming calls.

2. MA Boxes (To be checked in AM and PM by everyone on team throughout the day.)
   - Cardiology (MA pool)
   - Infectious Disease (MA pool)
   - Genetics/Metabolics (MA pool)

3. Personal Incoming Box
   - To be checked daily throughout the day

4. Aux Work
   - Schedule for Aux work will be determined by team lead but team will rotate and coordinate Aux Work time with other team members, while making sure phone coverage is adequate.
   - Aux Work will be put aside if phone volume increases and team member will Auto In to start taking calls again.

5. S Drive
   - Infectious Disease Rx Refills

General Triage MA Expectations

- Team members will strive to provide the highest level of customer service and care for each and every patient while utilizing active listening skills with every call.
- Team members will strive to provide support to their team members when it is needed.
- Team members will arrive on time as expected by the Department of Pediatrics
- Team members will comply with the expectations of the Department of Pediatrics Dress Code found at:
• Team members will coordinate with each other their breaks for AM and PM, scheduled lunch times, time-off requests and Aux Work to make sure there is adequate phone coverage at all times.