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 (CardioMA)
   - Infectious Disease (IDMA)
   - Genetics/Metabolics (GeneticMA)

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. **P Drive**
   - To be determined

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: [http://www.ped.med.utah.edu/pedsintranet/outpatient/triage/dress_code_eccles.pdf](http://www.ped.med.utah.edu/pedsintranet/outpatient/triage/dress_code_eccles.pdf)
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.