

Standard Operating Policy and Procedure Guide

Department Communications	Type Communications	Effective 8/15/11 / 05/22/20
Number 2.18.1	Topic Reference Contacts, Daily Operations	Approvals (A/L) DM/WR

OVERVIEW

It is pertinent that Amerimed Communications personnel be familiar with the correct manager to contact in the event that the operator may need assistance or reference for effectively carrying out daily operations in the Communications Center. Use the chart below to know which managers to contact for assistance or reference purposes.

ISSUE / AREA

MANAGER

Field Operations

1st Contact: On-duty Shift Commander
 2nd Contact: Division Manager
 3rd Contact: Operations Manager
 4th Contact: OCE

Communications

1st Contact: Communications Supervisor
 2nd Contact: Support Services Manager
 3rd Contact: OCE

Call Volume Coordination

1st Contact: On-duty Shift Commander
 2nd Contact: Division Manager
 3rd Contact: Operations Manager
 Associate Scheduling

1st Contact: On-duty Shift Commander
 2nd Contact: Division Manager
 3rd Contact: Operations Manager
 Billing

1st Contact: Patient Accounting Center
 2nd Contact: Chief Marketing Officer
 3rd Contact: Operations Manager
 4th Contact: OCE
 Public Affairs / Customer Issues

1st Contact: Customer Success Champion
2nd Contact: Operations Manager
3rd Contact: OCE
Insurance / Contract / Payer Info

1st Contact: Customer Success Champions & Patient Accounting Center
2nd Contact: Chief Marketing Officer
3rd Contact: Operations Manager
4th Contact: OCE
Long Distance /
Special Circumstances Transport

1st Contact: Customer Success Champion and Patient Accounting Center
2nd Contact: Division Manager
3rd Contact: Operations Manager
4th Contact: OCE