

## Guest Services Expectations

1. Arrive a few minutes before your shift so you can get settled before the day starts at 9:00 am.
2. Start your computer and open the following windows:
  - ✚ Outlook Calendars: Program Intake Counselors, Volunteer Coordinator, Reception and know how to open for individual staff
  - ✚ Excel Document: GIS appointment calendar ( Tuesdays and Thursdays)
  - ✚ Internet pages: Doctors Care, MelissaData.com, eClinical Works for clinic appointments
3. Greet people and answer the phones!
  - ✚ Help guests determine the location/staff person they are meeting
  - ✚ Assist handicapped guests, parents with strollers and car seats, large groups, etc.
4. Keep busy with any of the following activities ( if you would like)
  - ✚ Read to children in the waiting room
  - ✚ Keep waiting room clean
  - ✚ Keep guest service area clean
  - ✚ Check for outgoing mail in the mail room and take it to the mailbox
  - ✚ Ensure copies of pertinent front desk documents are readily available

With extra time...

  - ✓ Learn how to use eClinical Works (eCW)
  - ✓ Pick six patients from eCW and send them a Thank You note for being our patient (place a notation in their field for record keeping)
  - ✓ Ask our scanning team about pulling charts
  - ✓ Ask about updating and entering information into the data programs
5. Find out more information about Doctors Care
  - ✚ Visit our website at [DoctorsCare.org](http://DoctorsCare.org)
  - ✚ Read the purple brochures
  - ✚ Talk to staff and ask them about why they chose to work here and what their role entails
  - ✚ Attend the program's sliding- fee -scale orientation (Tuesday afternoons and Thursday mornings)
  - ✚ Join one of the building tours given by our Executive Director whenever the opportunity arises