

MEDIGRADE HEALTH

SOP : HELP DESK “INTERNAL ONLY” PATIENT ADVOCATE SUPPORT LINE

Created: 8/17/18

Last Revision Date: N/A

CIRCULATION:

TEAM MENTORS/PATIENT ADVOCATES

PURPOSE:

CREATED TO SUPPORT AND ASSIST PATIENT ADVOCATE WITH PROBLEMS AND QUESTIONS

Basic Understanding: *This is a tool to support the field “Patient Advocates” and “Team Mentors” for Critical and Urgent situations.*

1. This Help Desk number was created to support the Patient Advocates and is for **Internal Use Only**. This number is never to be provided to clients. When a problem or question arises for a Critical or Urgent matter, your **Team Mentor who Enrolled you**, will be your first point of contact.

2. If your Team Mentor is unavailable, then you should call the Help Desk or use the two links below for general or Non-Urgent situations. We ask that if it is a general question, then use the CRM portal link to submit your questions to

clientsupport@medigradehealthportal.com If it is a Urgent Technical question, you can call the help desk for those urgent needs. For Non-Urgent Technical related questions, please contact Tech Support through the CRM Dashboard link

techsupport@medigradehealth.com In either case, you will receive a response back or a call back if requested. Be sure to list all details pertaining to your specific question or situation so that you can receive a reply to correct your situation or answer you questions. If a call back is requested, please provide the best number to contact you.

3. Help Desk Line: 844-723-4624