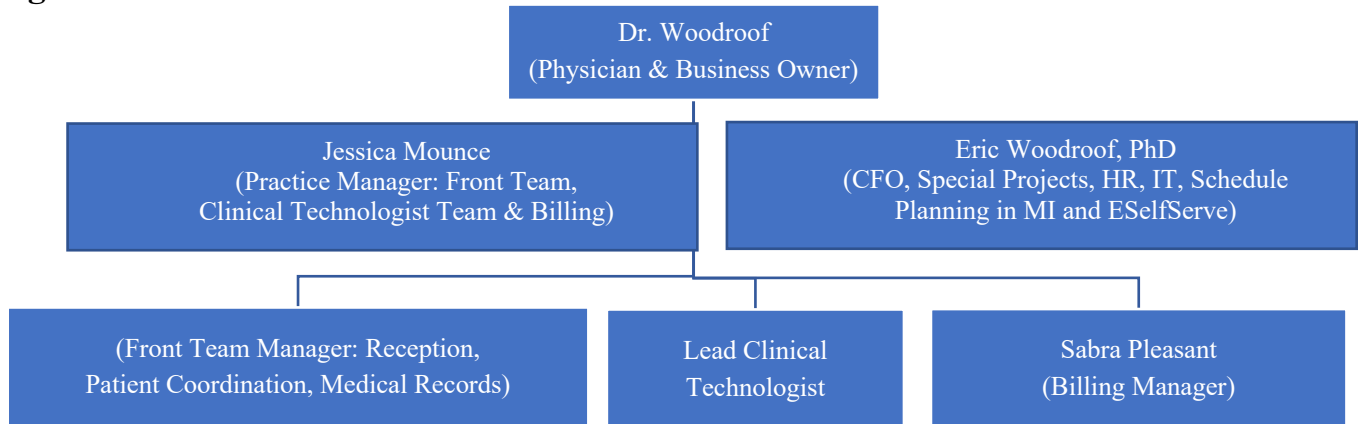


KBC Productivity Tools 2022

Organizational Chart:



Resources and Tools:

If you have questions in the following areas, please ask the responsible person:

Manager	Responsibilities
Jessica Mounce	General Office Manager, Shift Scheduling & Variance, Payroll and Lead MedInformatix Liason (call/notify Jess when having MI Issues)
Eric Woodroof 606-219-4465	Marketing, Website and Facebook, GoDaddy/Microsoft Office Software (Email, Word, Excel, Outlook), Phone Management, Security and Camera Systems, Company Documents on ESelfServe.com (401k, Profit Sharing Plan, Health Savings Accounts, etc.) and building issues.
<i>If Eric is unreachable.... You can find solutions to:</i>	<p><u>HVAC:</u></p> <ul style="list-style-type: none"> Epperson 606-679-7476 OR James (606) 271-9597 <p><u>Plumbing/General Contracting:</u></p> <ul style="list-style-type: none"> Epperson 606-679-7476 Microsoft Office/Email... GoDaddy 480-505-8877 <p><u>Spectrum Business Cable...</u> (866) 892-4249</p> <p><u>IT Systems/Computer Hardware/Networks:</u> Planet Earth PC 502-253-4525</p> <p><u>Process to open a Service Ticket (after asking your manager):</u> Call: (606) 526-8081 or Email: support@planetearthpc.com • and cc: info@somersetfamilyimaging.com (Eric)</p> <p><u>Med Informatix:</u> Run Issue through Jessica/Office Mgr. before opening a ticket.</p>
Russell Springs Landlord	All Issues Relating to the Building Minor Issues: Call Handy Man (Timmy George): 270-866-0773 Major Issues: Call Landlord- Adam Stille 270-566-3858 “Mini-Split” Cooling Units for Exam/IT Rooms- Williams (270) 866-7782

RingCentral Phone System

- *Please read the Phone Instructions within ONEDRIVE (under TRAINING FOLDER)*
- Tracks calls, user performance and all calls are recorded.
 - We have a flexible phone system... *if you have an idea that would make your phone/team operations better, please let us know.*

Company Websites (Somerset Family Imaging.com and KentuckyBreastCare.com both point to the same website)

- Patient Forms, Directions and access to the payment portals are available/downloadable on the website (works on phones too).
 - *We have a flexible website... if you have an idea to make something easier for our employees/patients/doctors, please let us know.*

Definitions:

- Hologic” makes our Breast Imaging devices as well as associated software.
- “Med Informatics / E-Informatics” is software to track patients from appointment through to billing.
 - Patient and Physician Portals are managed by E-Informatics
- “Sectra” is a program we use to manage patient images.

MS Office and Email (with Tech Support from GoDaddy)

- Most Full-Time KBC staff will get a work email account. Each GoDaddy email box has access to Microsoft Office Suite (Word, Excel, Outlook) on up to 5 devices. You can access your account and tools here: <http://www.office.com/> (use your email to sign in)... Your default password is: password1!
 - *If you put Outlook email on your phone- choose “Exchange” as the type of account you would like to add to your phone.*
 - You can see “special schedule” days by looking in your Outlook Calendar
- “OneDrive” is a “online space”, where we can share/collaborate on specific documents/spreadsheets. If you have access to files here, when you save them... they are saved “in the cloud” and then accessible by other team members that have access.
 - *To avoid losing any work (if two people were editing at the same time... it is a good idea to edit/save/close the document quickly as well as save a copy of your file to a local hard drive).*
- There are shared “Training Folders” on OneDrive which have videos on how to use the items above *and other videos too.*

Human Resources Portal <http://www.ESelfServe.com/>

- Your user name (6 digit number) will be emailed to you.
 - Your initial password = last 4 digits of your SSN... *Please change to a unique password (numbers only)*
- “HOME” Tab tells you about Messages/Actions Required
 - Managers can record an “Event” (a good/bad performance issue). Events are tracked & reviewed before the next Performance Review.
 - *For Example- If an employee has a schedule variance or dress code violation, the manager can do a “write up” via an “Event” and this will be logged for your next performance review.*
- “PAY” and “INFO” Tabs have Your Payroll Records, Stubs, Tax Information
 - *Note that the Clock icon under the KBC Logo allows you to see your time card.*
- “DOCS” Tab has:
 - **“Company Documents”** These are generally useful to all Employees.
 - **Overview:**
 - KBC Team Member Handbook, Performance Review Criteria (General to All);
 - Job Descriptions (Expectations from each Position);
 - Task Assignments (Specific Tasks for each Position);
 - Procedures and Scripts Regarding Patients (“Big Picture of Workflow”)
 - Phone Instructions; KBC Productivity Tools;
 - Blank Forms for New Hires (W-4, I-9, OSHA Quizzes, etc.);
 - New Hires: Print all forms that begin with “Blank” in their title... sign and give to your manager for uploading.
 - *For some documents, KBC will ask that you read and “e-sign” them within the system...*
 - **“Employee Documents”** (specific to an employee)
 - Signed & Scanned Documents (W-4s, Completed Quizzes, etc.);
- *Note that the “Training” tab is not used at this time... if applicable, we have training videos elsewhere.*
- **“TIME OFF” Tab has your Time Off and Vacation Requests.**
 - *You can see when other KBC Team Members have approved time off (for planning purposes) here: <https://www.somersetfamilyimaging.com/team>*
- “REVIEWS” has your Performance Reviews... which are related to your job security as well as compensation.