AGENT GUIDELINES AT HEALTHTEXAS CLINICS

HealthTexas is honored to have agents camp out and hold activities/events in our clinics. Agents are welcome to visit and have activities any time as long as certain protocols are followed. The purpose of these guidelines is to ensure continuity and minimal disruption of patient care.

CLINIC TOURS:
If you would like a clinic tour, please contact the HealthTexas marketing department and a personal tour will be arranged. Ideally, the tour will include a tour of the facility, introduction to the clinic manager/staff and, optimally, an opportunity to meet the providers.
As you follow these guidelines, accessibility is much easier and coordination of the tour is more efficient.

CAMP-OUTS/WORKSHOPS AT HTMG CLINICS:

Agent DOs
1. Arrive and set up on time and remain for entire designated time period
2. Check in with front desk and have them notify Clinic Manager you are there
3. Be accessible for patients and prepared to answer questions for retention purposes
4. Be visible with UnitedHealthcare table cloth
5. Notify front desk and Clinic Manager when leaving
6. Must confirm with HTMG Marketing Dept before filing event with CMS

Agent DON'Ts
1. Do not go beyond front desk unless invited. Please respect that the HealthTexas medical team is providing care to your clients and need to focus solely on providing appropriate care, every patient, every time.
2. Do not use the clinic as your personal secretary or Kinko’s