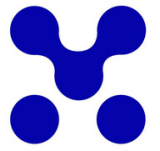
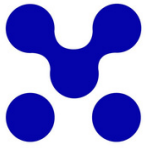


**MEDVA
VA
HANDBOOK**



MESSAGE TO OUR VA'S

THANK YOU FOR JOINING OUR
VIRTUAL ASSISTANT TEAM. WE
ARE CONFIDENT THAT WITH YOUR
SKILLS, DEDICATION, AND
POSITIVE ATTITUDE, YOU WILL
MAKE A VALUABLE
CONTRIBUTION TO OUR
COMPANY.



OUR FOUNDERS



STEVEN KUPFERMAN, DMD, MD, FACS **ORAL AND MAXILLOFACIAL SURGEON**

Dr. Steven Kupferman, our Co-Founder and Chairman holds M.D. and D.M.D. degrees from the David Geffen School of Medicine at UCLA and from Harvard School of Dental Medicine, respectively and brings nearly two decades of experience in the healthcare industry. He is the founding physician of LACOMS, Los Angeles' premier Oral and Maxillofacial Surgery Center, where he first pioneered the use of Virtual Assistants to optimize the management of his practice while simultaneously improving the quality of patient care. Dr. Kupferman and his wife Danielle, reside in Los Angeles with their four children.



OMID A. SHAYE, MD **GASTROENTEROLOGIST**

Dr. Omid Shaye, our Co-Founder and the Chief Executive Officer is a graduate of the UC San Diego School of Medicine and brings his vast experience in administering back-office teams to MEDVA. He is a co-founder of Gastroenterology Associates of Beverly Hills, one of Beverly Hills' leading Gastroenterology practices, where he first pioneered the use of Medical Virtual Assistants to optimize the management of his three physician practice. He is the author of numerous journal articles and the abstracts, and has presented on a variety of topics both nationally and internationally. Dr. Shaye and his wife Kelly, reside in Los Angeles with their five children.

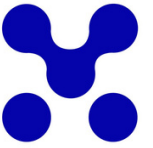


INTRODUCTION

Welcome to the MedVA family! We are glad to have you on board as a valuable member of our team. This handbook provides important information about our company, our policies and procedures, as well as your responsibilities as a virtual assistant.

COMPANY CULTURE

Our company values professionalism, teamwork, and a positive attitude. We strive to create a supportive and inclusive work environment where all team members feel valued and respected.



COMPANY BENEFIT

At MedVA, we are committed to providing our employees with a comprehensive and competitive benefits package, as well as opportunities for career growth and development. Our goal is to attract and retain top talents, and to ensure that our employees feel valued and supported.

- ***\$7 USD/HOUR*** ✓

In terms of compensation, we are committed to providing our VAs with a competitive salary that starts at \$7/hr, as well as other opportunities to earn more like referral bonuses and client commendation incentive bonus.

- ***IN-HOUSE HMO*** ✓

As part of MedVA's perks and benefits, we offer a range of options to meet the diverse needs of our employees, including eligibility to our in-house HMO benefits after your 6th month.

- ***SAVINGS PLAN*** ✓

after your 1st year with your client.

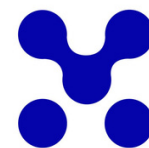
- ***CAREER GROWTH*** ✓

Finally, we understand that career growth and development are important to our employees. Here at MedVA, we are committed to providing opportunities for training, professional development, and advancement. We offer free training and certification for those who are interested in becoming a Medical VA, Medical Scribe, and Dental Admin.

- ***WFH SET-UP*** ✓

Work at the comfort of your homes as this is a permanent work from home set-up.

With MedVA, you can grow professionally and financially!



WHAT WE STAND FOR

MEDVA do not just help build businesses, we also help build better lives. Our passionate advocacy is embedded towards appreciation and love for Filipino talents in the health care industry . It is undeniable that Philippines is where hardworking , dedicated and highly skilled medical professionals are nestled , and we stand with one single truth- great talent and hard work should not only be appreciated but should also be **REWARDED**. We do this by offering industry leading compensation and benefits package to all our Vas.

- **MISSION**

To consistently exceed client expectations by providing high-performing virtual assistants that are the best choice to achieve their business objectives.

- **VISION**

To maximize the return on our services and be seen as the industry leader in providing virtual assistants.

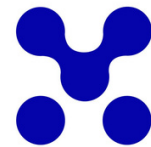
- **PURPOSE**

To enrich the lives of our VA's, and team members

- **QUALITY**

To relentlessly improve how we meet and exceed customer requirements and develop our VA's and team members



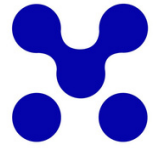


WORKPLACE POLICIES

1. Responsibilities

As a MedVA medical virtual assistant, your duties and responsibilities include:

- **Scheduling and managing patient appointments:** This includes confirming appointments, rescheduling as needed, and updating patient records with appointment information.
- **Handling incoming calls:** This includes answering patient inquiries, providing general information about the clinic or practice, and directing calls to appropriate staff as needed.
- **Document preparation:** This includes preparing medical reports, correspondence, and other documents as needed.
- **Data entry:** This includes updating patient information, medical histories, and insurance information in the practice management system.
- **Insurance verification:** This includes verifying patient insurance coverage and coordinating with insurance companies to obtain prior authorization for procedures and treatments.
- **Billing and coding:** This includes processing medical claims, following up on denied claims, and resolving billing issues with insurance companies.
- **Medical records management:** This includes organizing, maintaining, and updating electronic medical records, ensuring that they are accurate, up-to-date, and accessible to authorized staff.
- **Supporting healthcare providers:** This includes providing administrative support to healthcare providers, including scheduling appointments, preparing documents, and organizing medical records.
- **Communicating with patients:** This includes answering patient inquiries, providing information about procedures and treatments, and addressing concerns or complaints.
- **Staying up-to-date with industry regulations and standards:** This includes staying informed about changes in regulations and standards, and ensuring that the practice is in compliance with all relevant laws and regulations.
- **Maintaining confidentiality and data protection:** This includes ensuring the confidentiality of patient information and protecting sensitive data according to industry standards and regulations.



WORKPLACE POLICIES

2. Work Hours and Availability

Virtual assistants are expected to be available during US business hours and to respond to client inquiries in a timely manner. If you are unable to work during your scheduled hours, please inform your cluster leader as soon as possible.

1. Tardiness- VA is expected to clock in and clock out on time, depending on the client's timezone.

2. Absences - We all have lives and personal commitments. The following rules apply:

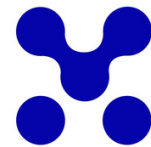
1.B.1. EMERGENCIES - Inform your Client/POC and MEDVA admin team as soon as you can. It is your obligation to communicate if an emergency or commitment happens on the spot. A NO CALL NO SHOW offense may result in disciplinary action or termination.

1.B.2. 72hrs COMMUNICATION - If you plan to take some time off, you need to inform your Client/POC and MEDVA's Timekeeping team once approval is obtained at least 72 hours prior to your scheduled and approved time off. This will allow your supervisor ample time to find coverage for your shift.

1.B.3. TYPES OF LEAVE:

- **Sick Leave** - Inform the client/POC and Medva at least 2-3 hours before shift
- **Bereavement Leave** - Inform the client/POC and Medva within 24 hrs
- **Personal Leave** - Inform the client/POC and Medva at least 3 days before date of leave
- **Emergency Leave** - Inform the client/POC and Medva the soonest you can.
- **Maternity Leave** - Inform the client/POC and Medva at least 1 month prior to due date
- **Indefinite leave** - Inform the client/POC and Medva at least 1 month before you will take your leave (e.g. Health issues)

3. NCNS/MIA/AWOL - The consequences of going AWOL can vary depending on the circumstances but may lead to termination and possible inclusion in MedVA's blacklisted VAs.



WORKPLACE POLICIES

3. Communication

Clear and effective communication is crucial for the success of our virtual assistant team. You are expected to communicate professionally and respectfully with clients and team members at all times.

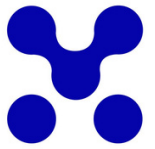
- VA is expected to be courteous. Send a "Good morning" greeting at the start of the shift and a "Thank you" message by the end of the shift. This will help the client know that VA is ready to carry out the daily task and about to leave.
- VA is expected to submit an End of Day Report.

A free-flowing report to keep VA and client/POC updated with the overview of the daily tasks. Suggested list to add:

- Highlight Task accomplished
- Challenges Encountered and Troubleshooting
- Potential Problems
- Current status of a specific ongoing project/task
- Objectives for the next day or following week
- Approved Work OT: Hours/ Task Accomplished

If otherwise instructed by the client, VA is still advised to initiate in creating a report for self keeping and reference.

- We enforce the importance of soliciting feedback (*Positive and Negative*) from the client to gain trust and confidence. Also, to empower VA and avoid inconsistency of communication and learning.
- As a matter of protocol, it is expected that the MVA will always respond to emails, and other communication platforms promptly both with your clients/POC and the MEDVA Admin Team.



PROFESSIONALISM

Maintain a professional attitude and demeanor, just as you would in an office setting. This includes dressing appropriately for video calls, being punctual for virtual meetings, and avoiding distractions during work hours.

The MVA should be dressed appropriately for a business setting whenever it is required to turn on the camera during training, meetings, scribing and the like. For the ladies, we recommend a white or any neutral color blazer to be worn over a collared shirt or blouse. For men, a tie with a collared shirt is recommended. Hair should be well-groomed as well.

Feedback- Ask for and be open to receiving feedback from the client. Use this feedback to improve and provide better service

Adaptability- Be flexible and adaptable to changes in the work environment and requirements. Be willing to learn new skills and technologies to improve your work and be of greater value to the client.

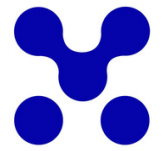
• Technology and Equipment

As a virtual assistant, you will be required to have access to a reliable computer, stable internet connection, headset with noise cancellation, backup power source, browsers and enough storage to have access to necessary softwares required by the client's practice. (Please refer to the required hardware and software specs from our IT team)

• *WorkStation set-up is essential:*

A good working environment is a must especially for MVAs who are required to work with their cameras on. It should portray an office set-up with proper lighting and clutter-free. (Preferably with a white background)





PROFESSIONALISM

- **INTEGRITY**

Time cheating, Time haggling, installation of auto clicker apps, etc. are grounds for termination.

- ***Confidentiality and Data Protection***

HIPAA compliant. You are required to maintain the confidentiality of all client information and to protect client data according to our company's data protection policies.

- ***VA Resignation and Termination:***

If VA decides to end their services with the client or with Medva, please inform Medva of your decision first before sending a resignation letter to the client.

IMPT: Upon resignation, the MVA is required to render two weeks' notice before leaving their position. This is to ensure proper transitioning of the responsibilities to his/her replacement.





CODE OF CONDUCT

- You are expected to perform your duties and responsibilities as an MVA with a high standard of quality and offer great customer service by going above and beyond especially for the first 90 days with your client and remain consistent at all times.
- MVA is expected to be polite, courteous, and respectful to their clients. Always address your client by their professional title, or Sir/Ma'am, unless instructed otherwise.



- As a protocol, we recommend muting your microphone until you need to speak to your client. This is to eliminate unexpected background noises such as dogs barking or other people talking.
- The MVA is expected to reply to emails and other communications promptly, with both your MedVA Admin team and your client.
- It is the MVA's duty to communicate with the client and the VA Manager if anything comes up whatever the circumstances may be.

• *Performance Evaluation*

Your performance will be regularly evaluated by your cluster leader. This evaluation process is designed to provide feedback on your strengths, areas for improvement, and to help you reach your professional goals.

If you have any questions or concerns, please do not hesitate to speak with your VA Managers.