



STB 75 MESSAGE HANDLING: PASSING CALLS TO DOCTOR(S)

NAME: _____ (PLEASE PRINT CLEARLY)

DATE OF BRIEFING: _____

BRIEFED BY: _____

STB 75: Message Handling: Passing Calls to Doctors

The purpose of this Service-Training Brief is to assist us in the service we provide to our customers.

The Training Team/Co-ordinator is responsible for delivering this brief to staff. Please sign the front page of the brief, this will then be kept in your training file and the information recorded on Badger systems. The brief content pages may be kept for reference as required.

The information contained in this brief supersedes all previous communications, manuals or procedures.

STB 75 – Message Handling: Passing Calls to Doctors	Signed
I have received a face to face briefing	
I fully understand the briefing and will implement this training.	
I have discussed any queries.	

STB	Date
Added to Rotamaster	

VERSION CONTROL

DATE	CHANGE	CHANGED BY
April 2018	Original Version	SB

MESSAGE HANDLING: PASSING CALLS TO DOCTOR(S)

Some of the Doctors we cover may request Badger to take calls from their patients and then pass the details to them over the phone. Follow the process below.

1. Enter Dr Cameron into doctors field and select Victoria Road, some patients may refer to the surgery as Stoney Lane, you should still enter Victoria Road.

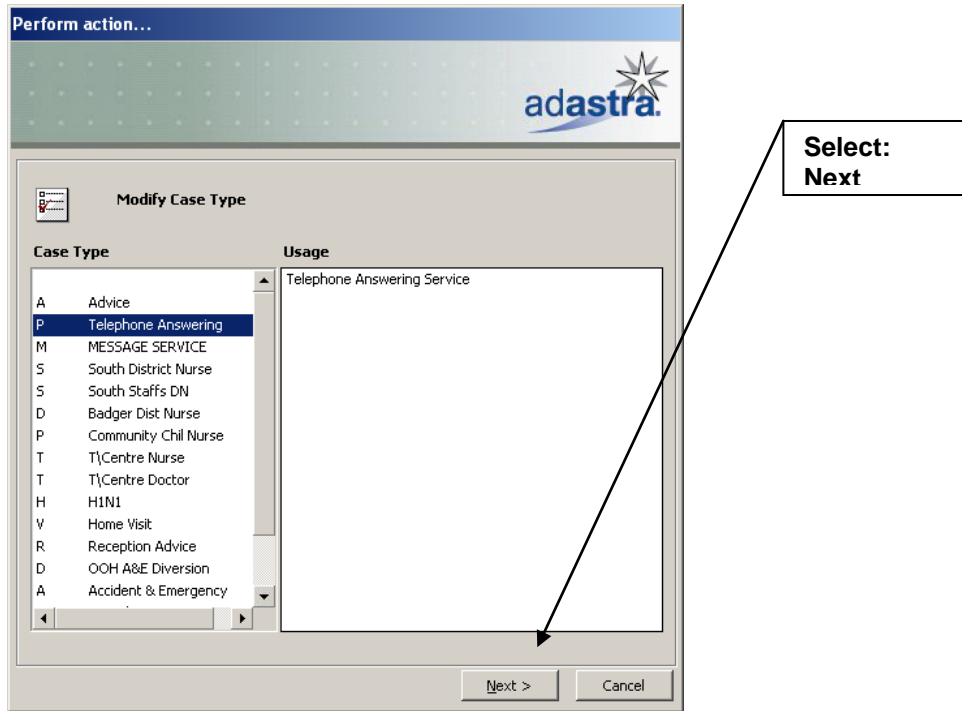
Enter: Dr Ahmed Newport Road

Check: The Timeline

2. Continue to take the call completing all the fields including the details tab.

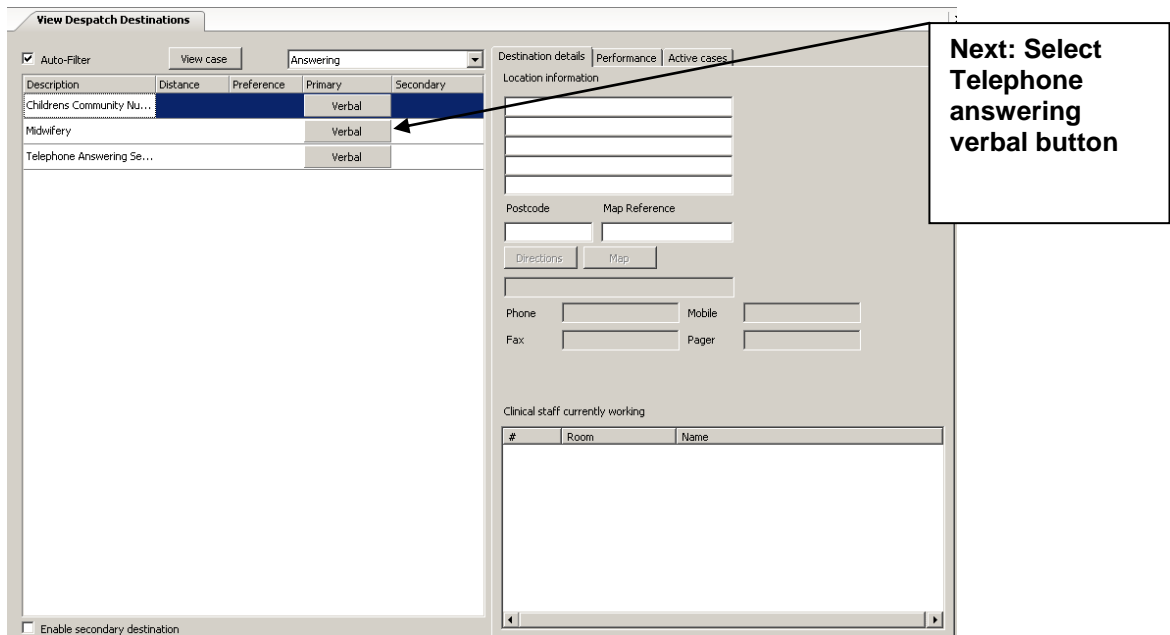
When this screen presents it is a special note re: circumcision, tick if appropriate and continue with the call. If it is not relevant select cancel and proceed to the next page.

3. Store the call
4. If the time line stated: pass to own gp (Ahmed B) the Modify Case type screen will default to **Telephone Answering**

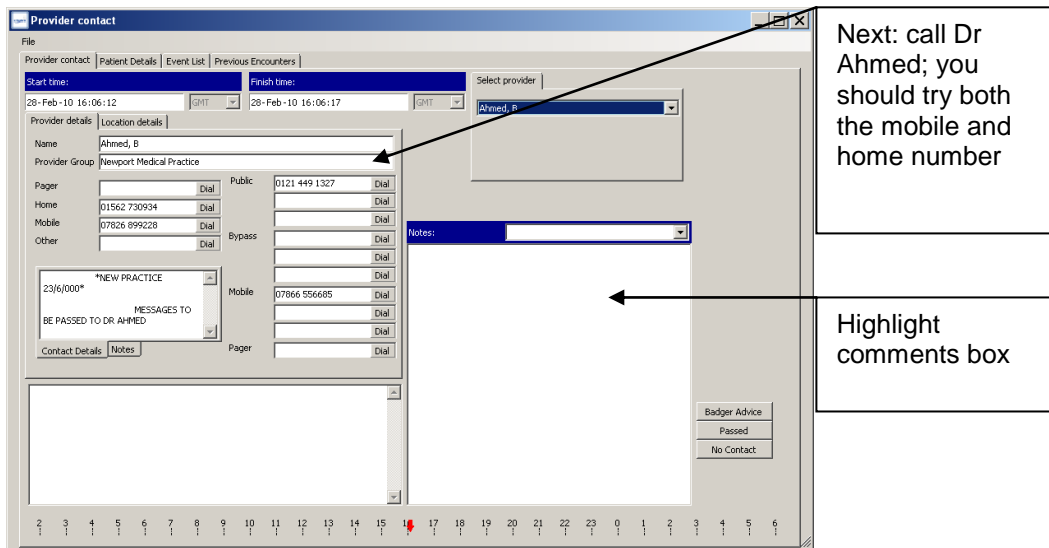


5. Select appropriate priority Routine or Urgent

6. You will then be presented with the Despatch Destinations screen (please see below)


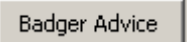



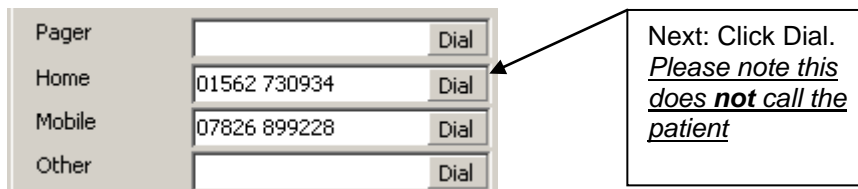
7. Next Provider Contact screen will present (please see next page)



Next: call Dr Ahmed; you should try both the mobile and home number

Highlight comments box

8. When you speak to Dr Ahmed explain to him that you are calling from Badger and you have received a call from one of his patients, pass all the details of the patient to him and the reason for the call. Dr Ahmed will either decide to accept the call or ask for Badger to cover.
9. If Doctor Ahmed accepts the call highlight the comments box (shown in picture on previous page) and enter Dr Ahmed accepted the call. Next click on 
10. If Doctor Ahmed requests Badger to cover the call, highlight the comments box and enter Dr Ahmed requests Badger to cover the call. Next click on  the call will now go into the assessment pool.
11. If you are unable to contact Dr Ahmed there are two ways you can log this.
 1. In the highlighted comments box enter the reason you have been unable to contact Dr Ahmed and click on . The call will now stay in the despatch screen.
 2. Call Dr Ahmed on either his home or mobile ,



Next: Click Dial. Please note this does **not** call the patient

Record dial outcome


adastra.

Home 01562 730934

Comments

No answer
Voicemail - left message
Voicemail - no message left
Wrong number
Engaged
Call barred
Other - no contact
Contact ok
Cancel

Next: Select the reason you have been unable to contact Dr Ahmed, you can also add comment in the highlighted box

Note: If you decide to follow number (2) you will have to click out of the call by clicking on  the call will now be in the despatch screen.

12. It is the call handler's responsibility to try to pass the call. If after 20 minutes you have been unsuccessful follow number (10) explaining that Badger is to cover call as unable to contact Dr Ahmed and process he call.