

Title	<b>MANUAL CALL SHEETS</b>			Number	<b>R09</b>
Effective From:	20.09.10	Duration:	No end date	Review:	31.03.26
Author:	Head of Operations			Version:	1.6
Other Ref:	OPS-F-010 - Manual Call Sheets A06 - Adastra V3 - Service Continuity Tracker				

## Version Control

(Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

<b>DATE</b>	<b>CHANGE</b>	<b>CHANGED BY</b>
27.05.19	Reviewed, removed Claire Youlden from Contacts	SB
05.04.22	Reviewed	SB/SBr
10.11.23	Reviewed, removal of staff leaver	SBr

## Introduction

Manual call sheets are designed to enable BADGER to continue to deal with live cases in the event that Adastra goes down.

## Using Manual Call Sheets

In the event that the Adastra system is not available the Duty Team Leader instructs call handlers to work manually. The Team Leader will distribute manual call sheets OPS-F-010 to all Call Handlers and Receptionists working in the Treatment Centres. The master copy of OPS-F-010 is in the Standard Forms folder on the pool in Badger QMS – Forms – Operations Forms and there is a supply with the team leaders.

## Call centre evacuation

In the event that the call centre has to be evacuated the Duty Team Leader will use the Service Continuity Tracker (see operations procedure A06) for live calls. New calls received from patients are recorded on the manual call sheet.

- Call handlers record all the patients demographic details and current condition on the manual call sheet.
- Manual call sheets are then passed to the clinician to be case streamed.
- Calls that have been case streamed to advice calls are forwarded to the clinicians.
- Calls that have been case streamed to self booking, A+E, and 999 calls are passed to the dispatcher.

## Telephone Triage

Clinicians contact the patient and complete their findings on the manual call sheet.

- Calls completed as advice are filed until the details can be entered onto the system.
- Calls that are triaged for the patient to attend a Treatment Centre. Patient is advised to self-book and the centre will be able to see the self-booking on the work list

## TREATMENT CENTRES

If a patient has been asked to attend a Treatment centre, they will self-book and the clinician who has a face to face consultation will complete AdastrA or a manual call sheet with their findings. Once the manual call sheet has been completed the Receptionist will return this with the driver back to the Team Leader at ABR.

## Finishing Calls when AdastrA is back up

When AdastrA is back up and running the Team Leader will liaise with the call handlers to enter the calls from the manual call sheets on to the system. When the call has been completed on the system a call number will be produced, the number should be recorded on the manual call sheet. The call sheets are then filed.

At times of peak activity, the Team Leader may make a request for additional staff to assist in updating the adastrA system. This will need to be authorised by the Manager on Call.