Mediclinic Facility Support_Agent Process Role on CAD: IFT Call presented to 112 agent Call presented to 124 agent Open IFT call on ${\sf CAD}$ and Access IFT Web capture Form information Caller identifies type of bed/speciality required Provide caller with reference number and inform that they will be - Confirm with caller if any 3 preferred contacted - Confirm if the patient must go to Private or Public hospital - Refer to Bed Bureau system Call is - Inform caller if first 3 choices are available presented to Provide alternative hospitals IFT View Task Screen Complete IFT call and inform caller you will call Obtain transferring Doctor back. Provide CAD case contact number to facilitate number 124 Agent Access a conference call Call from the IFT View Task Screen Refer to Command Centre list and Google Maps to identify closest hospital Call the transferring hospital and confirm: Follow the identified process - Confirm with caller if any 3 preferred hospital Insert hospital If hospital is on - Confirm if the patient must go to Private name in receiving divert, pop-up will or Public hospital facility field on appear with divert - Refer to Bed Bureau system CAD details Inform caller if first 3 choices are available - Provide alternative hospitals - Obtain transferring Doctor contact Contact hospital number to facilitate a conference call If required bed is **Duty Manager and** not available, move confirms bed to next facility availability Follow the identified process vailable bed located? Confirm receiving Continue to call Doctor name, next hospital number /ward/ bed Team Leader to update the After 30 minutes, Capture receiving contact referring hospital hospital details on caller back and CAD provide update Inform the receiving hospital to book the bed, give patient Continue with details process until a hospital is located Facilitate a conference call with transferring and After 10 hospitals and receiving Doctors $no\ bed-Team\ Leader$ to contact Regional Clinical Manager and then Operational One attempt to Executive (Mediclinic Team Leader to update facilitate a Group) Sivern prior to making conference call contact with the Operational Executive Able to facilitate conference call Update receiving Update original facility that Dr is caller and inform them to arrange receiving and Dr -to - Dr transfer accepting the patient Update original caller and Inform the caller that inform them conference call they have 10 minutes to has been completed and Dr confirm the bed – Dr to is receiving Dr Referral Inform caller to Inform hospital we update when will dispatch a arrange ments are resource done

Transfer CAD

call to IFT

Transfer CAD

call to IFT