AUDIT TOOL FOR CALL HANDLERS UTILISING ODYSSEY TELEASSESS.

No	AUDIT STANDARD 1. RECEIVING THE CALL	Achieved yes/no	Comments
1a	**Introduces him/her self and the service**		
1b	Records correct patient details – contact number, full name, DOB, med centre, DMICP no.		
1c	Establishes caller identity -and relationship to patient (if appropriate) -If third party call establishes patient present and awake		
1d	Ascertains reason for call and takes details of patient's condition		
1e	Determines appropriateness of service to presenting complaint/demonstrates critical thinking to determine the need for any emergency intervention		
	AUDIT STANDARD 2. NAVIGATION OF ODYSSEY RECEPTION		
2a	Demonstrates ability to use the search functionality to select an appropriate presenting complaint		
2b	Asks all assessment questions and records the caller response accurately using the drop down menu		
2c	If applicable quickly establishes the need to respond to a serious or emergency situation and responds accordingly		
2d	Uses the free text facility to record additional relevant details		

No	AUDIT STANDARD 3. CALL PROGRESS AND USE OF I.T. SKILLS.	Achieved Yes/no	Comments
3a	Responds appropriately to the priority recommended by Odyssey Reception and queues the record according to defined management times		
3b	Provides appropriate information to the caller regarding priority time frames and call back		
3c	Gives clear instruction about what action to take if the symptoms change or become worse		
	AUDIT STANDARD 4. COMMUNICATION		
4a	Identifies and subsequently records any communication difficulties such as language, hearing, learning difficulties and takes appropriate action		
4b	Demonstrate active listening skills and communicates effectively		
4c	Conducts themselves in a professional manner, maintaining control of the call showing good use of negotiation skills when required		