

State Health Operations Center (SHOC) Call Center

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1.0 Purpose

- 1.1** To provide guidance and establish procedures for notification, activation, and operation of the State Health Operations Center (SHOC) Call Center;
- 1.2** To define roles and responsibilities of SHOC Call Center staff;
- 1.3** This guide should be used in conjunction with existing emergency operations plans, standard operating procedures, guidelines, resources, assets, and other related reference materials; and
- 1.4** This standard operating guideline is intended to be used as a guide and does not replace sound judgment nor anticipates all situations and contingencies.

2.0 Situations and Assumptions

- 2.1** The Governor may or may not have declared a State of Emergency.
- 2.2** SHOC has been activated.
- 2.3** Public health emergency operations plan(s) that necessitate the opening of a SHOC Call Center include, but are not limited to, the Neighborhood Emergency Help Center (NEHC) plan and the Medical Needs Shelter (MNS) plan. The Call Center may also be activated for some other public health event, such as a shortage of vaccine during the influenza season or widespread food poisoning.
- 2.4** The Call Center serves those among the general population who are affected by a public health event and have questions that can only be answered sufficiently by representatives from DPH or need to register for DPH/emergency public health services.
- 2.5** The general population may seek information about an ongoing situation from DPH or other state agencies.
- 2.6** The electrical and telecommunications infrastructure and systems that support call center functions is operational.

- 2.7** DPH's computer and telecommunications equipment used in call center operations is functional or can be easily repaired by Information Management Services (IMS) staff.

3.0 Concept of Operation

3.1 General

- 3.1.1** The SHOC Call Center is a facility operated by the Division of Public Health in cooperation with other agencies to provide timely information to the general public during a disaster or public health event. It is also a means for the general public to register for emergency prophylactic treatment during a public health event.

3.2 Oversight and Management

- 3.2.1** DPH oversees the SHOC Call Center in accordance with the *Delaware Emergency Operations Plan (DEOP), ESF 8-Public Health and Medical Plan*.
- 3.2.2** Upon event recognition, the State Health Officer (SHO) activates the SHOC. The SHOC is staffed in accordance with the *State Health Operations Center (SHOC) Plan*. The SHOC Incident Commander (IC), who is the SHO or designee, determines the appropriateness of SHOC Call Center activation based on emergency conditions, agency recommendations and resources.
- 3.2.3** Within the SHOC hierarchy, the SHOC Call Center operates under the authority of the Public Affairs Officer.

3.3 Set-Up

- 3.3.1** Depending on the level of SHOC Activation, the SHOC Logistics Section may be responsible for the set-up and break-down of the SHOC Call Center, as well as the provision of food, office supplies and other necessary items.
- 3.3.2** The SHOC Call Center can be configured for 12, 24, or 48 call takers, depending on the scale of the event and/or the expected number of calls.

3.3.3 Each Call Center Operator is assigned both a telephone and a computer. Depending on the configuration of the call center, each workstation has either wireless or digital connectivity. Each station also has the following items:

3.3.3.1 Headset for hands-free answering;

3.3.3.2 Reference materials (issued upon activation of call center operations);

3.3.3.3 Item to be used to request assistance from the supervisor (flag, lighting system, etc.); and

3.3.3.4 Paper and pen/pencil.

3.3.4 All phone/computer banks are set up in close proximity to power, telephone, and data sockets/ports.

3.3.5 Call Center Supervisors are to utilize a sign-in/sign-out sheet to keep track of Call Center Operators.

3.3.6 For a detailed diagram of the call center set-up, reference Tab I—Call Center Layout.

3.4 Call Processing

3.4.1 Call Center Operators receive calls through DPH's Call Center Hotline, 1-888-408-1899.

3.4.2 Call Center Operators provide information to callers about a public health event or take information from callers to enroll, schedule appointments, or identify individuals during times of health emergency.

3.4.3 Call Center Operators provide empathetic, respectful assistance to those who call.

3.4.4 Calls received during an event that do not pertain to the current situation, are to be referred to the Delaware Helpline, 1-800-464-4357 (1-800-464-HELP).

3.5 Answering Format

3.5.1 All calls adhere to the script guidelines as provided in Tab F-1—Script Template.

3.5.2 The SHOC and Call Center Supervisors provide answering criteria, format, scripts, training, materials and general information prior to the start of Call Center operations.

4.0 Agencies

4.1 State Health Operations Center (SHOC)

4.1.1 SHOC Incident Command Group

4.1.1.1 Public Affairs

4.1.2 SHOC Finance & Administration Section

4.1.2.1 Interpreter Corps

4.1.3 SHOC Logistics Section

4.1.3.1 Site Support Unit

4.1.3.2 Training Unit

4.1.3.3 Communications Unit

5.0 Agency Responsibilities

5.1 State Health Operations Center (SHOC)

5.1.1 SHOC Incident Command Group

5.1.1.1 Public Affairs

- Informs the public through media outlets of Call Center purpose, contact criteria and calling information.
- Determines, with SHOC leads, duration of Call Center operations.
- Ensures Delaware Helpline is advised of SHOC call center operations.

5.1.2 SHOC Finance & Administration Section

5.1.2.1 Interpreter Corps

- Ensures translation assistance from the DPH Interpreter Corps, as needed.
- Ensures ongoing training of Interpreter Corps members.
- Provides Call Center Shift Managers with a list of potential interpreters and contact information at the onset of Call Center operations or upon request.

5.1.3 SHOC Logistics Section

5.1.3.1 Site Support Unit

- Ensures furniture items (tables, chairs, cubicle walls) are set up prior to Call Center operations.
- Ensures supplies (notebooks, paper, walkie-talkies, pens, help flags, etc.) are on site prior to call center operations.
- Ensures beverage and meal services, if applicable.
- Provides copies of paper products (forms, information, script, etc.) to Call Center Operators prior to operations.
- Dismantles and stores Call Center furniture and unused office supplies at the conclusion of operations.

5.1.3.2 Training Unit

- Develops training programs for Call Center Operators.
- Ensures training is provided to all operators.
- Coordinates just-in-time training and work schedules for operators.
- Provides both pre-event and just-in-time training to Call Center staff.

5.1.3.3 Communications Unit

- Sets up Call Center equipment (computers, phones, printers, etc.).
- Provides maintenance and support services for Call Center equipment as needed during Call Center operations.
- Provides Call Center Operators with reporting instructions through DENS (location, shift, items to bring, probable duration of event, etc.).
- Disassembles and repacks Call Center equipment upon completion of Call Center operations.

6.0 SHOC Call Center Staff Responsibilities

6.1 The Call Center Officer:

6.1.1 Provides oversight and management of SHOC Call Center operations.

6.1.2 Coordinates answering telephone calls from the public.

6.1.3 Coordinates providing public health information to those who call.

6.1.4 Coordinates transfer of calls to the appropriate agency(ies) when the information requested from the public is beyond the scope of information which the call taker is authorized to release.

6.2 The Call Center Shift Manager:

6.2.1 Provides oversight and assistance to SHOC Call Center Operators.

6.2.2 Conducts Just-In-Time training for Call Center Operators prior to each shift.

6.3 The Call Center Operator:

6.3.1 Receives telephone calls from callers.

6.3.2 Reads prescribed public health information to the callers.

6.3.3 Transfers calls to the appropriate agency(ies) or individual(s) when the information requested from the public is beyond the scope of the information which the call taker is authorized to release.

7.0 Plan Maintenance

7.1 This plan will be reviewed and updated annually or as needed by the DPH, Public Health Preparedness Section (PHPS) in coordination with the Office of Health and Risk Communication (OHRC).

8.0 Training, Exercise and Evaluation

8.1 Minimally, all identified Call Center staff will be trained upon appointment. Refresher training will be provided when there are major changes in responsibilities or operation procedures required by this plan.

8.2 Just-in-time training may be necessary for Call Center staff depending on the nature of the public health event. Just-in-time training will be conducted by a Call Center Shift Manager prior to the beginning of each shift.

8.3 The Public Health Preparedness Training and Education Section will be the lead agency for pre-event Call Center training.

8.4 This plan will be exercised annually. The exercise may be a tabletop, drill, functional or full-scale exercise.

8.5 An After Action Report (AAR) and an Improvement Plan will be developed and be provided to participating agencies to allow revision of this plan.

9.0 Tabs

- 9.1 Tab A—References**
- 9.2 Tab-B—Glossary**
- 9.3 Tab C—Avaya 3626 Wireless Telephone Overview**
- 9.4 Tab D—Call Center Login Instructions**
- 9.5 Tab E—6408+ Telephone Guide**
- 9.6 Tab F—Sample Scripts**
 - 9.6.1 Tab F1—Script Template**
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- 9.7 Tab G—Language Line Codes**
- 9.8 Tab H—Job Action Sheets**
- 9.9 Tab I—Call Center Layout**
- 9.10 Tab J—Plan Distribution**

Tab A—References

- 1.0** *Delaware Emergency Operation Plan (DEOP), Emergency Support Function-8 (ESF-8), Public Health and Medical Services, July 2008*
- 2.0** *Division of Public Health, Communications and Emergency Notification Standard Operating Guidelines, July 2008*
- 3.0** *Division of Public, Health Laboratory Standard Operating Guideline*
- 4.0** *Division of Public Health, Neighborhood Emergency Help Center Plan, July 2008*
- 5.0** *Division of Public Health, State Health Operations Center Plan, July 2008*

Tab B—Glossary

A

AAR—After Action Report

ACD—Automatic Call Distribution

B

C

COOP—Continuity of Operations

D

DENS—Delaware Emergency Network System

DHSS—Delaware Health and Social Services

DPH—Division of Public Health

E

F

G

H

I

IC—Incident Commander

IMS—Information Management Services

J

H

I

J

K

L

M

N

NEHC—Neighborhood Emergency Help Center

O

OHRC—Office of Health and Risk Communication

P

PHPS—Public Health Preparedness Section

Q

R

S

SHO—State Health Officer

SHOC—State Health Operations Center

T

U

V

W

X

Y

Z

Tab C—Avaya 3626 Wireless Telephone Overview

Avaya 3626 Wireless Telephone Overview

(not to scale)



Using the Avaya 3626 Wireless Telephone

Turn the Wireless Telephone On

Press and hold the **Power On / Start Call** key for about one second. Two chirps will sound. When the key is released, the in-service tone sounds and the extension number will display. The Wireless Telephone is now in standby mode and ready to make and receive calls.

Turn the Wireless Telephone Off

While in standby mode press and hold the **Power Off / End Call** key. One chirp will sound and the Wireless Telephone will turn off. The Wireless Telephone cannot be turned off during a call. End the call first and then turn the Wireless Telephone off.

Make a Call

Go Off Hook Press the **Power On / Start Call** key.

Dial Number Dial calls with the Wireless Telephone exactly as with your desk phone. You may dial extension numbers, internal numbers, or make external calls, depending on the setup of your PBX. You may hear a dial tone, then press the number keys to dial the number.

Answer A Call

The Wireless Telephone will ring or vibrate to alert you to an incoming call. Additionally, a line number on the display may flash, and the display may show information about the call, such as caller's name and extension. To answer a call, press the **Power On / Start Call** key, hold the earpiece to your ear and speak with a normal tone of voice.

Headset Answer When a headset is plugged into the Wireless Telephone, any key other than the **Power On / Start Call**, **Power Off / End Call**, softkeys or side buttons may be pressed to answer a call.

IMPORTANT: End A Call

Hang Up At the end of each call, press the **Power Off / End Call** key. Be sure to do this at the end of each call.

Adjust Speaker Volume

Change Volume You may increase or decrease the volume of the speaker by pressing the corresponding **Up** and **Down** buttons located on the left side of the Wireless telephone.

Adjust Ring

Silence while Ringing If the ringing of the Wireless Telephone is not desired, you may silence the ring by pressing the **Power Off / End Call** button. This action does not interrupt the call and the caller may leave a voicemail message.

Initiate Backlight

Backlight The backlight comes on when any key is pressed or when there is an incoming call and stays on for 10 seconds. It turns off after 10 seconds if another key is not pressed within that period.

3626 Desktop Charger

The Avaya 3626 Desktop Charger is designed to charge the Nickel Metal Hydride (NiMH) Battery Packs. Full charging is accomplished in approximately one and a half hours. Chargers operate in a 50° to 85° F (10° to 30° C) environment. Do not expose them to freezing temperatures or direct sunlight.

The Desktop Charger is shipped with the appropriate power supply for the site's location. Place the Desktop Charger on a flat, horizontal surface. Plug the power supply into the Desktop Charger and into an appropriate wall outlet.

Caution

Do not place anything in the Desktop Charger other than the Wireless Telephone. You might damage the contacts. Bent contacts can keep the Wireless Telephone from charging.

Using the Desktop Charger

The user must end any call in progress by pressing the **Power Off/End Call** button on the Wireless Telephone before placing the handset into the Desktop Charger. The Wireless Telephone may be off or in standby mode during charging.

Indicator light Place the Avaya 3626 Wireless Telephone into the Desktop Charger slot facing forward. If the Wireless Telephone is placed correctly, the red indicator light will come on. The indicator light will not come on when the slot is empty, when the Avaya 3626 Wireless Telephone is improperly seated, or when the Desktop Charger has no power applied.

Charging indicator If the Wireless Telephone is in standby mode, it will display its extension number and **Charging. . .** If the Wireless Telephone is turned off, only **Charging. . .** will display. The dots will be racing during the charging cycle.

It is normal for the Battery Pack to become warm when charging.

Charge Complete When the Wireless Telephone is fully charged, **Charge Complete** will display. The indicator light will remain on until the Wireless Telephone is removed.

The Gang Charger

The Avaya Gang Charger is designed to charge four Nickel Metal Hydride (NiMH) Battery Packs simultaneously. Full charging is accomplished in approximately one and a half hours. Chargers operate in a 50° to 85° F (10° to 30° C) environment. Do not expose them to freezing temperatures or direct sunlight.

The Gang Charger is shipped with the appropriate power supply for the site's location. Place the Gang Charger on a flat, horizontal surface. Plug the power supply into the Gang Charger and into an appropriate wall outlet.

Caution

Do not place anything in the Desktop Charger other than the Wireless Telephone. You might damage the contacts. Bent contacts can keep the Battery Pack from charging.

Using the Gang Charger

Remove the Battery Pack from the Avaya 3626 Wireless Telephone by depressing both battery release buttons. The Battery Pack will release. Insert the Battery Pack into one of the four charging bays so that the Battery Pack contacts meet the charging bay contacts. The LED above the charging bay will turn on to indicate that charging is in progress. Complete charging occurs in one and a half to two hours. The Battery Pack is partially charged in five minutes.

When charging is complete, the LED will turn off. Lift the Battery Pack out of the charging bay.

Blinking LED If the LED starts blinking as soon as the Battery Pack is inserted, the Battery Pack may be improperly seated. Lift it out and reinsert. If the LED continues to blink or starts blinking at any time during the charging process, it indicates that there is a problem with the Battery Pack that makes it unusable. Do not continue to charge the Battery Pack. Dispose of it properly and do not attempt to use it in the Wireless Telephone. Do not attempt to open or repair a defective Battery Pack. Contact your service representative

Tab D—Call Center Login Instructions

**AUTOMATIC CALL DISTRIBUTION
DHSS-SHOC AGENT INSTRUCTIONS
for
6408-WIRED & 3626-WIRELESS TELEPHONE SETS**

<p>INCOMING CALLS</p>	<ul style="list-style-type: none"> • ACD (Automatic Call Distribution) calls will ring <u>only</u> on the <u>first</u> appearance of your extension. • <u>You must be logged in to receive an ACD call</u>, and you will receive only one ACD call at a <u>time</u>. The next call rings at the next available phone.
<p>LOG-IN (<i>Step 1 - startup</i>)</p>	<ul style="list-style-type: none"> • Press LOG-IN and enter the last 4 digits of your extension • <i>(WIRELESS) Hit Green button; then FCN; then # 1; then type last four digits of the extension (labeled on the back of the phone); listen for the "beep-beep-beep" confirmation and then hit the RED button to complete login.</i>
<p>AUTO-IN (<i>Step 2 – startup & returning from a break</i>)</p>	<ul style="list-style-type: none"> • AUTO-IN will allow your phone to receive calls automatically. • Once you have logged-in, <i>YOU MUST PRESS AUTO-IN</i> to receive calls. • <i>(WIRELESS) Hit Green button – then FCN – then #2 from Menu – then the Red button (ready to receive calls)</i>

<p>AUXWORK (<i>breaktime</i>)</p>	<ul style="list-style-type: none"> • Press AuxWork to complete any work relating to the call you just completed or anytime you are doing work and are not available to handle any incoming calls. • Remember to press AUTO-IN TO RECEIVE CALLS. • <i>(WIRELESS) Hit Green button – then FCN – then #3 from Menu – then the Red button (ready for break)</i>
<p>LOG-OUT (<i>end of shift</i>)</p>	<p><i>At the end of your work day,</i></p> <ul style="list-style-type: none"> • Press LOG-OUT. You will hear a confirmation tone. • <i>(WIRELESS) Hit Green button – then FCN – then #4 from Menu – then the Red button.</i>

All Wired phones are Avaya 6408D stations.
All wireless phones are Avaya 3626 stations.

Wireless Phone Startup & Shutdown:

- Make sure the phone has a fully charged battery. The battery is changed using the (2) side buttons on the bottom of the phone.
- To turn-on the wireless phone, press and hold the Green button. An extension number will be displayed when it's ready.
- See SHOC Call Center instructions to login and begin taking call center calls.
- To turn-off the wireless phone, press and hold the Red button.

Wireless Phone Usage Notes:

- The phones can only be used in Training rooms A & B. They will not work in any other areas of the Blue Hen facility.
- Phone chargers and battery "gang" chargers are available to keep the phones and the spare batteries charged.
- Wireless phones should be kept in their base charger unit when not in use. Spare batteries should be kept in their gang charger unit.

Tab E—6408+ Telephone Guide

The 6408D+ is a multi-line telephone with conventional touch-tone dialing, a 2-line by 24-character display, and a two-way speakerphone.

To familiarize yourself with the buttons and features on your telephone, refer to the figure below and then read the callout explanations for the buttons and features.

Glossary	
Call Appearance/Feature Buttons	Usually, at least three of these eight buttons are call appearance buttons; used for incoming and outgoing calls and labeled with an extension number. The remaining buttons access features and are labeled with a feature name. Each has a red light telling you that this is the line you are using or this is the line you will get when you lift your handset. The green status light next to each call appearance and feature button tells you that the line or feature is being used.
Conf/Ring Button	For setting up conference calls. (Use this feature while off-hook.) "Ring" is printed below Conf to remind you that by pressing Conf while on-hook, you can select a personalized ringing pattern for your telephone. You can choose from among eight possible ringing patterns.
Dial Pad	The standard 12-button pad for dialing phone numbers and accessing features. The letters "Q" and "Z" have been added to the appropriate dial pad keys for directory access, and the "5" button on your dial pad has raised bars for visually impaired users.
Display	A built-in 2-line by 24-character display.
Display Control Buttons	The softkeys are the four keys labeled with arrows located directly below the display. The four display control buttons, labeled Menu , Exit , Prev , and Next are located under the softkeys.
Handset	A handset is provided for placing and answering calls. In most cases, you must lift the handset (go off-hook) before you can use a feature.
Hold	A red button for putting a call on hold.
Mute Button	For turning off the microphone associated with the handset or the speaker, whichever is active, so the other person on the call cannot hear you.
Redial Button	For redialing the last number that you dialed using the dial pad.

Softkeys	The four round unlabeled buttons located directly below the display correspond to words on the display screen. You can use the softkeys along with display control keys to access up to 12 features on your telephone in addition to those features administered on the call appearance/feature buttons.
Speaker Button	For accessing either the one-way, listen-only speaker or the built-in two-way speakerphone. Note: Your telephone can be set for either the Speaker (listen-only) feature or the Speakerphone (listen and speak) feature. Check with your system manager to see how your Speaker button is to be used.
Transfer/Test Button	For transferring a call to another telephone. (Use this feature while off-hook.) "Test" is printed below Trnsfr to remind you that by pressing Trnsfr while on-hook, you can test the button lights and display.
Tray Handle	Five cards are provided in the tray located under the base of your telephone. They contain quick reference procedures, a Feature Directory, an Access Code listing, and a list on which you can write numbers or names associated with Abbreviated Dialing personal lists, trunk codes and frequently-used extensions in your telephone system.
Volume Control Button	For adjusting the volume of: <ul style="list-style-type: none"> • The speaker while the speaker is on • The handset while a call is in progress using the handset The ringer while the telephone is on-hook or ringing, and the speaker is off

Conference

To add another party to a call:

Note: Your conference call can include up to six parties, including yourself.

1. Press **Conf**.
{ dial tone }
 - The present call is put on hold.
 - You are given a new call appearance button.
2. Dial the number of the new party and wait for an answer.
3. When you are ready to add the new person to the conference call, press **Conf** again.
4. To establish additional conference connections, repeat Steps 1 through 3.

To add the call on hold to another call to which you are connected:

1. Press **Conf**.
{ dial tone }
 - The hold light flutters.
 - The current call appearance light flutters.
2. Press the call appearance button of the call on hold.
3. Press **Conf** again.
 - All parties are now connected.

To drop the last party added to a conference call:

1. Press the **Menu** button and then the softkey below **Drop** (if available on your display).
or, Press **Drop** (if administered).

Directory

To search the directory for a name:

1. Press the **Menu** button and then the softkey below **Dir** (if available on your display).
or, Press **Directory** (if administered).
2. Key in the selected name using the dial pad: **last name, comma (use *), first name or initial.**
3. Press the **Next** button for each successive directory name you wish to see.
4. To search for a new name, press the softkey below **Dir** or press **Directory** and go through the above sequence again.
5. When you are ready to exit the directory, press the **Exit** button.

To place a call to the name displayed on the directory:

1. Pick up the handset.
2. While the name is shown, press **Call Display** (if administered).
or, Press the **Exit** button and then dial the number using the dial pad.

Note: You can also leave your handset on-hook. The speakerphone will turn on automatically when you press Call Display.

Hold

To put a call on hold:

1. Press **Hold**.
 - The green light blinks.
 - The call is put on hold.
-

To return to the call on hold:

1. Press the call appearance button of the call on hold.
-

To answer a new call while active on another:

1. Press **Hold**.
 - The green light blinks.
 - The present call is put on hold.
2. Press the call appearance button of the incoming call.
 - You are connected to the incoming call.

{confirmation tone}

Transfer

To send the present call to another number:

1. Press **Trnsfr** while on a call.

{dial tone}

 - The present call is put on hold.
 - The green light blinks.
 - You are given a new call appearance button.
2. Dial the number to which the call is to be transferred.

{ringback tone}
3. Remain on the line and announce the call. If the line is busy or there is no answer, return to the call on hold by pressing its call appearance button.
4. Press **Trnsfr** again.
 - The call is sent to the dialed number.
5. Hang up.

Tab F—Sample Scripts

Tab F-1—Script Template

_____ (type/name of call center) _____ Call Center Operator Book— _____ (date) _____

Call Center Script for (type of call center)
(Try to keep calls at less than 2 minutes each)

You have reached the _____ (name of call center) _____ Hotline. We are scheduling
(NEHC operations/flu shots/other) for _____ (day) _____, _____ (date) _____ between _____ (time) _____.
for people residing or going to school in Delaware.

Use the format below if medical treatment is to be offered at the DPH Emergency Facility and is considered optional.

Do you want to receive _____ (type of treatment) _____ on _____ (date) _____?

No: If this date is not convenient for you please do not schedule an appointment. Additional (medication or vaccine) is expected in the state soon and will be distributed. You learn about upcoming (medication or vaccine) availability through your local news outlets.

Yes: In order to receive (medication or vaccine), you must reside or attend school in Delaware and you must meet one of the following conditions. Let me know which one applies to you:

Are you over 65 years of age?

- a. Are you between 9–64 with a chronic medical condition?
- b. Are you a woman who is pregnant or expects to be pregnant between now and (month specified by particular situation, i.e. vaccinations)?
- c. Are you scheduling for a child 9–18 years of age on chronic aspirin therapy?

Note: Chronic conditions as defined by CDC are:

Heart disease

Lung Diseases

- Asthma and
- Chronic Obstructive Diseases (COPD)

Metabolic Diseases

- Diabetes
- Kidney Disease

Blood Disorders

- Sickle Cell Anemia

Weakened Immune Systems

- Due to cancer treatment
- HIV/AIDS

Cancer

If your doctor has not told you that you have one of these major chronic diseases above, you are not eligible. You must have had regular medical follow-up or been hospitalized during the preceding year for your condition. Your condition must be diagnosed and documented by a physician.

No: Additional (medication or vaccine) is expected in the state soon and will be distributed throughout the state. You can learn about upcoming vaccine availability through your local news outlets.

Note: If the caller meets one of the above criteria they can set up an appointment

Note: Callers can schedule 2 appointments with this one call - one for themselves and one for a family member. Ask caller to have a pen and paper ready to record the confirmation number(s). Be sure they have a pen and paper and instruct them

to write down the information for the first appointment before you move onto to schedule the second shot - you will lose the ability to see the information for the first appointment.

Yes: What is your zip code?

Note: Follow instruction on the scheduling screen to schedule the appointment.

AFTER YOU HAVE MADE THE APPOINTMENT

It is very important that you keep this appointment(s). You will not be given an opportunity to reschedule and by not keeping the appointment you will waste a slot that could be used for someone else in a high-risk health category.

Please do not arrive more than 15 minutes prior to your appointment.

DO NOT CALL THE (type of DPH emergency facility, if specified) **FOR INFORMATION.**
The (DPH Facility) are being conducted by Public Health not staff at the site.

Note: Directions to the sites can be obtained by calling the Delaware Helpline at (DPH Helpline #).

Please bring the following items with you to this appointment:

- a. Proof that you reside or attend school in Delaware
- b. Proof of identity that includes your birth date
- c. Your Medicare card if applicable
- d. Your confirmation number

Do you need any other information?

No: Thank you for calling the (name of hotline).

Yes: I will take your request for information down and someone from our staff will return your call promptly.

****Be sure to include confirmation number, appointment time and location on the form for all for follow-up calls.**

Note: use the follow-up information request form and once complete give it to a Call Center supervisor.

Note: Instruct individuals calling the (name/type of hotline) hotline for routine business to call back (date) when normal operations will resume.

Thank you for calling the (name of hotline).

WHEN ALL APPOINTMENTS ARE FILLED ----

I'm sorry but all the appointments for (Date of DPH Emergency Facility Operation) (Type of DPH Emergency Facility) are now filled. Additional vaccine is expected in the state soon and will be distributed to physicians and hospitals throughout the state. You can learn about upcoming vaccine availability and distribution through your local news outlets.

If the Call Center is set up for a DPH Emergency Facility other than a NEHC or flu clinic, such as a contagious disease containment (isolation/quarantine) event, or for any other public health event, information provided to the public must be approved by the Incident Commander, the Call Center Officer, and/or the Public Information Officer.

Flu Registration Call Center Operator Book—Friday, Dec 10

Call Center Script for Flu shot scheduling

(Try to keep calls at less than 2 minutes each)

You have reached the Delaware Flu Clinic Scheduling Hotline. We are scheduling flu shots for Tuesday, December 14th, 2004 between 10:00 a.m.–4:00 p.m. for people residing or going to school in Delaware.

Do you want to receive a flu shot on Tuesday, December 14th?

No: If this date is not convenient for you please do not schedule an appointment. Additional vaccine is expected in the state soon and will be distributed. You learn about upcoming vaccine availability through your local news outlets.

Yes: In order to receive a flu shot, you must reside or attend school in Delaware and you must meet one of the following conditions. Let me know which one applies to you:

Are you over 65 years of age?

- d. Are you between 9–64 with a chronic medical condition?
- e. Are you a woman who is pregnant or expects to be pregnant between now and February?
- f. Are you scheduling for a child 9–18 years of age on chronic aspirin therapy?

Note: Chronic conditions as defined by CDC are:

Heart disease

Lung Diseases

- Asthma and
- Chronic Obstructive Diseases (COPD)

Metabolic Diseases

- Diabetes
- Kidney Disease

Blood Disorders

- Sickle Cell Anemia

Weakened Immune Systems

- Due to cancer treatment
- HIV/AIDS

Cancer

If your doctor has not told you that you have one of these major chronic diseases above, you are not eligible. You must have had regular medical follow-up or been hospitalized during the preceding year for your condition. Your condition must be diagnosed and documented by a physician.

No: Additional vaccine is expected in the state soon and will be distributed throughout the state. You can learn about upcoming vaccine availability through your local news outlets.

Note: If the caller meets one of the above criteria they can set up an appointment

Note: Callers can schedule 2 appointments with this one call - one for themselves and one for a family member. Ask caller to have a pen and paper ready to record the confirmation number(s). Be sure they have a pen and paper and instruct them to write down the information for the first appointment before you move onto to schedule the second shot - you will lose the ability to see the information for the first appointment.

Yes: What is your zip code?

Note: Follow instruction on the scheduling screen to schedule the appointment.

AFTER YOU HAVE MADE THE APPOINTMENT

It is very important that you keep this appointment(s). You will not be given an opportunity to reschedule and by not keeping the appointment you will waste a slot that could be used for someone else in a high-risk health category.

Please do not arrive more than 15 minutes prior to your appointment.

DO NOT CALL THE FLU CLINIC SITE FOR INFORMATION. The flu clinics are being conducted by Public Health not staff at the site.

Note: Directions to the sites can be obtained by calling the Delaware Helpline at 1-800-464-4357.

Please bring the following items with you to this appointment:

- e. Proof that you reside or attend school in Delaware
- f. Proof of identity that includes your birth date
- g. Your Medicare card if applicable
- h. Your confirmation number

Do you need any other information?

No: Thank you for calling the Delaware Flu Clinic Scheduling Hotline

Yes: I will take your request for information down and someone from our staff will return your call promptly.

****Be sure to include confirmation number, appointment time and location on the form for all for follow-up calls.**

Note: use the follow-up information request form and once complete give it to a Call Center supervisor.

Note: Instruct individuals calling the Immunization hotline for routine business to call back Monday when normal operations will resume.

Thank you for calling the Delaware Flu Clinic Scheduling Hotline.

WHEN ALL APPOINTMENTS ARE FILLED ----

I'm sorry but all the appointments for December 14th flu clinics are now filled. Additional vaccine is expected in the state soon and will be distributed to physicians and hospitals throughout the state. You can learn about upcoming vaccine availability and distribution through your local news outlets.

Tab G—Language Line Codes

Service Area	Service Area Code		Service Area Location	Location Code
Child Development	CD		Milford	01
Child Health	CH		Hudson	02
Family Planning	FP		Pyle	03
HIV	HI		Williams	04
Immunization	IM		Georgetown	05
Lead	LE		Seaford	06
Newborn Screening	NS		Laurel	07
STD	ST		Smyrna	08
TB	TB		Cooper/Blue Hen/Thomas Collins	09
WIC	WI		Other	10

TO USE: Caller will give the Client ID, Language, Service Area Code, Location Code and Last Name

Example: A DPH representative from the TB Clinic in Georgetown who requires a Spanish translator will call Language Line at **1-800-874-9426** and reply when prompted as follows:

Client ID: 229018

Language: Spanish

Service Area CODE: TB

Service Location: 05

Last name: Robinson

HOW TO SET UP THE SERVICE: To use this service a program must provide the DPH coordinator of the service an email authorizing the use of a funding source, the fund/grant end date and an estimated amount to add to the Purchase Order. The

coordinator will do a PM to add the information to the existing PO. If the service area or the location is not listed and the call is a DPH call, contact the coordinator to setup your service codes. The current DPH coordinators are Deborah Fisher at 302-744-4767 and Robin Saxton (Service Codes and locations).

Translation services that are not DPH related cannot use this account.

Tab H—Job Action Sheets

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**CALL CENTER OFFICER
JOB ACTION SHEET**

- 1.) To manage SHOC Call Center Operations.
- 2.) To train call takers.

NAME: _____

DATE: _____

DATE/TIME TASK DONE	TASK DESCRIPTION	REFERENCE
Level 3—Statewide Emergency		
	Review assigned Job Action Sheet.	
	Put on identification vest.	
	Attend briefings by Public Affairs Officer.	
	Establish the Call Center. This center should be in close proximity to SHOC, but not contiguous to the SHOC.	
	Assess current status of: <ul style="list-style-type: none"> A) Internal and external telephone system B) Internet access C) Report the results of the assessment to the Public Affairs Officer. 	
	Coordinate with the Public Affairs Officer to obtain the script containing authorized information to be released to the public and medical community.	
	Activate and staff the Call Center.	
	Make recommendations for the hours of operation for the Call Center.	

DATE/TIME TASK DONE	TASK DESCRIPTION	REFERENCE
	Provide training and materials for all call takers including: <ul style="list-style-type: none"> A) Restrictions on information. B) Use of pre-established medical reporting forms to document all medical information required to be called in. C) Use of pre-established message forms to document all communication. D) Accessing outside resources. E) Documentation of calls. F) Recording calls that pose questions without answers. G) Directing calls from the media to the Public Affairs Officer. 	
	Provide quality control of Call Center staff by ensuring that Call Center Operators provide empathetic, respectful assistance to those who call.	
	Ensure call takers receive all public information approved for release and all DHAN bulletins.	
	Provide the Call Center's telephone number and hours of operations to the Public Affairs Officer for release to the news media.	
	Report at shift changes: <ul style="list-style-type: none"> A) Number of calls when the Call Center is operating. B) Distribution of calls over time, specifically peak periods. C) Number of staff handling calls. 	
	Notify Public Affairs Officer about recurring rumors and questions that are not addressed in call script.	
	Direct calls from those who wish to volunteer to help DPH staff the Call Center, NEHCs, or other operations to the Human Resources Branch.	
	Identify the number of telephone lines to be operational and make necessary requests for the establishment of additional telephone lines.	
	Observe all staff for signs of stress and provide with nourishment, rest periods, and relief.	
	Remind personnel to clean up work areas during operations and upon termination of the Call Center.	

DATE/TIME TASK DONE	TASK DESCRIPTION	REFERENCE
Demobilization		
	<p>Forward all documents and working papers to the IAP & Documentation Unit including copies of any electronic records generated as part of the emergency response. Generally, the information should be relevant to:</p> <ul style="list-style-type: none"> A) Expense recovery. B) Equipment and supplies leased or purchased. C) Intelligence (non-classified) or other data that supports decisions made during the event. D) Copies of all official communications generated during the event. E) Purchase orders, contracts, and inventory records (pre and post incident). 	
	<p>Provide a summary report to the Incident Commander, command staff, section chiefs, branch directors, group supervisors, and unit leaders on the number of call takers used, the types of calls handled, the locations, by ZIP Code, from which the calls originated, and the final disposition of the calls.</p>	
	<p>Provide copies of the names of staff and hours worked to the IAP & Documentation Unit.</p>	
	<p>Provide copies of the worker's compensation and other insurance claims to the IAP & Documentation Unit.</p>	
	<p>Provide a summary report to PHPS about the strengths of and deficiencies in the response for the AAR. Include suggestions to correct the deficiencies, when appropriate.</p>	

**CALL CENTER SHIFT MANAGER
JOB ACTION SHEET**

- 1.) Provide oversight and assistance to SHOC Call Center Operators.
- 2.) Conduct Just-In-Time training prior to each shift.

NAME: _____
DATE: _____

DATE/TIME TASK DONE	TASK DESCRIPTION	REFERENCE
Level 3—Statewide Emergency		
	Review assigned Job Action Sheet.	
	Assist the Call Center Officer in providing Just-In-Time training and materials for all call takers including: <ol style="list-style-type: none"> A) Restrictions on information. B) Use of pre-established medical reporting forms to document all medical information required to be called in. C) Use of pre-established message forms to document all communication. D) Accessing outside resources. E) Documentation of calls. F) Recording calls that pose questions without answers. G) Directing calls from the media to the Public Affairs Officer. 	
	Provide quality control of Call Center staff by ensuring that Call Center Operators provide empathetic, respectful assistance to those who call.	
	Report to the Call Center Officer at shift changes: <ol style="list-style-type: none"> A) Number of calls when the Call Center is operating. B) Distribution of calls over time, specifically peak periods. C) Number of staff handling calls. 	
	Observe all staff for signs of stress and provide with nourishment, rest periods, and relief.	
	Remind personnel to clean up work areas during operations and at the end of each shift.	
Demobilization		

DATE/TIME TASK DONE	TASK DESCRIPTION	REFERENCE
	Forward all documents to the Call Center Officer including copies of any electronic records generated as part of the emergency response including your summary reports of the number and types of calls taken.	
	Provide a summary report to PHPS about the strengths of and deficiencies in the response for the AAR. Include suggestions to correct the deficiencies, when appropriate.	

**CALL CENTER OPERATOR
JOB ACTION SHEET**

- 1.) To provide scripted information to the general public.
- 2.) To refer the public to the appropriate technical advisors when question go beyond the scripted information.

NAME: _____

DATE: _____

DATE/TIME TASK DONE	TASK DESCRIPTION	REFERENCE
Level 3—Statewide Emergency		
	Review assigned Job Action Sheet.	
	Attend training session.	
	Log into computer call taking system	
	Report media calls to Public Affairs Officer.	
	Provide scripted answers to callers' questions. Forward calls related to questions beyond the scripted answers to the appropriate agencies.	
	Provide empathetic, respectful assistance to those who call.	
	Notify Call Center Officer about recurring rumors and questions that are not addressed in scripted responses.	
	Clean up station during and after shift.	
Demobilization		
	Provide a summary report to the Call Center Officer about the strengths of and deficiencies in the response for the AAR. Include suggestions to correct the deficiencies, when appropriate.	

Tab I—Call Center Layout

