

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Making a Recorded Phone Call using a Mobile Phone		Doc. No.	OP202/IT111
Scope	Operational Directorate	Clinical Directorate		
Purpose	To ensure all phone calls made to patients are recorded.			
GUIDELINES	<p>All telephone calls made and received from patients must be recorded. Any call made using the UC24 telephony system is automatically recorded, however calls made using mobile phones require the below process to be followed in order to be recorded. Recording of the call allows clinical playback if required.</p>			
PROCEDURE			RESPONSIBILITY	
1.	<p>Whilst out on visits or completing a home working session an Associate GP may be required to contact a patient using the allocated mobile phone. Any call made to or regarding a patient must be recorded to retain the clinical information.</p>		UC24 Clinician	
2.	<p>To record the call press “9” on the handset then press the “call” button. (On the Nokia handsets the call button is the green telephone symbol)</p> <p>The message on the screen will display Dial Through. The Dial Through connection connects the user to the call recording server. Once you hear the dial tone press 9 then input the patient’s phone number (e.g. 901512542553) you are not required to press the call button again at this point the call will dial automatically.</p> <p>By pressing 9 indicates an outside line on the telephone system. Without dialling 9 before the patients telephone number the call will not be record.</p>		UC24 Clinician	
3.	You cannot use the 141 call barring while using this procedure.		UC24 Clinician	
4.			UC24 Clinician	

	Trouble shooting: If you press '9' and then 'call' and you do not access the dial through as expected, then speed dial has been deleted. To add a new speed dial the user will need to go into the phone menu, into 'Contacts' then into 'Speed Dials', select number '9' and enter '01512943215' press 'ok' and name it 'Dial Through'. Then press 'ok' and proceed again from step 2 of this procedure in order to make a recorded call.	
5.	If you have difficulties adding the speed dial then before every call made to patients dial 0151 294 3215. Wait for the dial tone and then input 9 and then input the patient's phone number. Inform the supervisor of the speed dial issue to log on the Intranet for a member of the IM&T department to resolve.	UC24 Clinician
6.	Under no circumstances should the speed dial for voice recording be disabled. Contacts to and regarding patients must be recorded at all times; failure to record a conversation with a patient could lead to disciplinary action.	UC24 Clinician



Urgent Care 24

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Title	SOP IT111 Making a Recorded Phone Call using a Mobile Phone	Doc. No.	OP202/IT111
Version	V2		
Approving Managers/Committee	IT Department		
Date Ratified			
Department of Originator	Head of IT		
Responsible Executive Director			
Responsible Manager/Support			
Date Issued	01/09/2007		
Review Date	November 2016 or when there is a change in the process.		
Target Audience	Operational, IT Staff, Administration and Operational Directorate		

Version	Date	Control Reason	Accountable Person for this Version
V1-	2011-2013	Reviewed and updated accordingly	IM&T
V2	November 2015	Reviewed and updated accordingly	Head of IT
Reference documents		Electronic Locations	Locations for Hard Copies
		Urgent Care 24 Intranet / SOPs / Operations section	Standard Operating Procedures File in the Call Centre.
<p>Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the UC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.</p>			