

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Calls from Text Phone Users (Type Talk)		Doc. No.	OP107
Scope	Operational Directorate	Clinical Directorate		
Purpose	To ensure that callers to our service who are hearing and / or speech impaired are dealt with in a professional manner that caters to their specific need.			
Guidelines	To ensure that callers to our service who are hearing and / or speech impaired are dealt with in a professional manner that caters to their specific need.			
PROCEDURE			RESPONSIBILITY	
1	RECEIVING A CALL FROM TYPETALK: When you answer the phone you will hear “please hold for an operator assisted call from a text phone user” you will know that a Type Talk operator is going to join the line and relay the call from a hearing or speech impaired person.		Urgent Care 24 Referral Coordinator	
2	The Type Talk operator will check if you’re familiar with the way the conversation will continue and ask if you have used the service before. If “no” a short explanation of the service will begin. If “yes” you can begin your conversation with the text phone user.		Urgent Care 24 Referral Coordinator	
3	The Type Talk operator will read what the text phone user is saying to you or they may choose to speak to you direct. Please do not interrupt.		Urgent Care 24 Referral Coordinator	
4	The operator will type your reply back. Please remember it is important to say “GA” at the end of your sentence. This is short for ‘GO AHEAD’ and this informs the operator that you have finished your sentence.		Urgent Care 24 Referral Coordinator	

5	Take and record all details in the usual way.	Urgent Care 24 Referral Coordinator
6	MAKING A CALL THROUGH TYPETALK: Dial 18002 followed by the full telephone number of the text phone user you are calling, including the area code e.g. 18002 0151 733 1111.	Urgent Care 24 Operational Personnel
7	When the text phone user answers the call a Type Talk operator will join the line to relay the call, "You can begin your conversation now". Remember to say "GA" when you have finished your sentence.	Urgent Care 24 Referral Coordinator / Clinician
8	The Type Talk operator will read what the text phone user is saying to you. Once the call has ended simply say "Goodbye SKSK" informing the operator that the call is finished.	Urgent Care 24 Referral Coordinator / Clinician
9	Remember if an ILTC (Immediate Life Threatening Condition) is identified and you need to call an ambulance for the patient then dial 999 in the usual manner but remember to inform the ambulance operator that if they need to telephone the patient to dial 18002 and then include the patients full telephone number including the area code e.g. 18002 0151 733 1111.	Urgent Care 24 Referral Coordinator / Clinician

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Title		Calls from Text Phone Users (Type Talk)		Doc. No.	OP107
Version			V7		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service		
Date Ratified			September 2007 (original)		
Department of Originator			Out-of-Hours		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Out-of-Hours Service Manager		
Date Issued			September 2007 (original)		
Next Review Date			June 2019		
Target Audience			Out-of-Hours teams		
Version	Date	Control Reason		Accountable Person for this Version	
V1 - V6	December 2008 - July 2014	Reviewed and updated as required		Various	
V7	June 2017	Reviewed and updated as required		Shift Manager	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Urgent Care 24 Intranet		Standard Operating Procedures File in the Call Centre	
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