**ACC Calltaker Audit Manual Form**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Today’s Date -** | | **Call Date -** | | |
| **Employee Name + # -** | | | | **CAD # -** |
| **Caller Language -** | **Case Classification -** | | | |
| **Auditor Name + # -** | | | **Call Source -** | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Question** | **Compliance** | | | | **Score (%)** | | | **Score** |
| **Yes** | **No** | **N/A** |
| Answer the phone within 5 seconds. | YES | | NO | | 10 | 0 |  |  |
| Ring back within 30 seconds. | YES | NO | | N/A | 10 | 0 | 10 |  |
| Time from the call opened until it was first saved. | YES | NO | | N/A | 10 | 0 | 10 |  |
| **Total Score** | | |  |

**Calltaker Reaction**

**Comments**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Question** | **Compliance** | | | | **Score (%)** | | | | **Score** |
| **Yes** | **No** | **N/A** | **Partial** |
| Comments before closing the call. | YES | NO | N/A | Partial | 5 | 0 | 5 |  |  |
| Details about exact location. | YES | NO | N/A | Partial | 10 | 0 | 10 | 5 |  |
| More details about the patient. | YES | NO | N/A | Partial | 5 | 0 | 5 | 2.5 |  |
| **Total Score** | | | |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | **Compliance** | | **Score (%)** | | **Score** |
| Yes | No |  |
| All caller interview. | YES | NO | 15 | 0 |  |
| Correct case classification. | YES | NO | 10 | 0 |  |
| Pre-arrival instructions. | YES | NO | 5 | 0 |  |
| **Total Score** | |  |

**CBD Compliance**

**Customer Service**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | **Compliance** | | **Score (%)** | | **Score** |
| Yes | No |  |
| Patience with the caller. | YES | NO | 4 | 0 |  |
| Attentiveness. | YES | NO | 4 | 0 |  |
| Clear communication and calming presence. | YES | NO | 4 | 0 |  |
| Vision, focus and determination. | YES | NO | 8 | 0 |  |
| **Total Score** | |  |

|  |  |
| --- | --- |
| **Total Score -** | **Compliant – YES / NO** |

|  |
| --- |
| **Comments –** |