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| **SYSTEM REQUIREMENT SPECIFICATIONS**    **1STOP MEDICAL COMMAND CENTRE (1CC) FOR KUALA LUMPUR 2017 (KL2017) 29TH SEA GAMES AND 9TH ASEAN PARA GAMES** |
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# 2 SYSTEM REQUIREMENT SPECIFICATIONS

## 1CC REQUIREMENT SPECIFICATIONS

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| Req Number | Description | Details | Remarks |
| ITEM 1 – Call Handling | | | |
| SRS-001 | Calls received from 999 |  | 1. RC creates call card and save it using new temporary event code. 2. RC will verify the incident location manually based on validated address given by caller. 3. RC will give incident and caller information verbally to the agents at GDC. 4. RC will transfer call to backup MECCs if GDC is engaged. Priority 1 – Hospital Kuala Lumpur Priority 2 – Hospital Sungai Buloh 5. If the address is not validated, call and call card will be send to agencies. 6. PED at MECC will communicate with GDC via hotline number. |
| SRS-002 | Calls received from hotline number |  | 1. GDC verifies call received. 2. GDC creates call cards and dispatch available resources to incident location. 3. Refer to SRS-008 for detailed monitoring resources. |
| SRS-003 | Calls queue from hotline number |  | 1. Maximum number of call queue is 6 if both agents is busy. 2. Caller on queue will hear music on-hold. 3. No cut-off for call queue. |
| SRS-004 | Calls overflow to 999 |  | 1. Time threshold for RC to pass the call to agencies is three (3) rings. 2. Backup call from HSB to GDC is 3. HKL as primary 4. HSB as secondary   Notes : if HSB is busy, call will be transferred back to GDC.   1. If call is landed at backup centre, PED will handle the case and communicate with GDC via hotline number. |
| ITEM 2 – Call Treatment | | | |
| SRS-005 | Getting information needed by GDC |  | 1. Salutation 2. Call taking procedure (Pusat Kawalan Perubatan Sukan SEA. Boleh saya bantu? Ada apa kecemasan?) 3. Calls differentiation:    1. By caller type:       1. Spectators       2. Athletes       3. Delegates       4. Hotels    2. By event code:       1. Life-threatening       2. Local       3. International    3. By event location:       1. Venue       2. Hotel       3. Special events 4. For similar call cards, RC will amend existing call cards. |
| SRS-006 | Create call card |  | 1. Agents ask for information verbally from caller. |
| SRS-007 | Monitor call card |  | 1. Agents close and file the call card into the system. List of filing codes are as follows: 2. Transported to hospital (Emergency) 3. Transported to GMC KKKL 4. Transported to ISN 5. Treat n discharge 6. Treat with referral (Emergency) 7. Treat with referral (Non-emergency) |
| ITEM 3 – Resource Management | | | |
| SRS-008 | Deployment Plan |  | Roles : admin & dispatcher  Notes : 1) KKM to share their staff and resource scheduling |
| SRS-009 | Dispatch Mechanism |  | Roles : mobile & dispatcher  Notes : 1) to confirm w KKM on who will update the resource status  2) confirm w KKM on the list of resource status |

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