Department of Health	ovisional Replacement Certificate (PRC) application snario neone 'ordinarily resident' in the UK needs treatment in the and requires a PRC because they don't have an EHIC.						
Service phases	Contact			Application		Issuance	Measure
Time							
Applicant	~8 minutes ————————————————————————————————————				>		
Service provider	~8 minutes				>	← ~2 minutes →	~2 minutes — >
Information gathered		• National	insurance number	 Full name Date of birth Contact telephone National insurance number Address including postcode Previous address 	 Email address Fax number Discharge date Travel dates 		
Applicant Line of interaction	(OHT)	Requests PRC	de national nce number	Quizzed	Provide details for receiving institution Treatment timescale		
Overseas healthcare te Call operator Line of visibility		Establish who is calling Establish who PRC applicant is		"Security"	Establish details for receiving institution Establish treatment timescale (certificate validity)		
	Genysys workflow system	Search	Search for Medben record		dical benefits (Medben)	Create PRC Email PRC to institution	Add closing note to Medben Drag and drop sent email into Windows folder
Line of internal interaction Other services		Customer information service (CIS)	5 NIRS				
Domain	DWP Overseas Healthcare Team Department of Health						
Notes	Sometimes calls can involve multiple proxy actors for the same PRC or people under high stress. 2. Workflow system allows call operators to answer calls, they must also designate tasks as they work on them - i.e. 'post call work' etc. 4.	have it to hand. People acting in proxy could be very unlikely to have this information. Others ring up with an NHS number and are confused as to why that can't be used. CIS is a web based view of DWP records. Demographic or NINO searches. First port of call to identify PRC recipients. Presence of record alone is used to qualify. duplic measu down of formation. Others ring up with an NHS number and are confused slow a measu down of formation. Others ring up with an NHS number and are confused slow a measu down of formation. Others ring up with an NHS number and are confused slow a measu down of formation. Others ring up with an NHS number and are confused slow a measu down of formation. Others ring up with an NHS number and are confused slow a measu down of formation. Others ring up with an NHS number and are confused slow a measu down of formation. Others ring up with an NHS number and are confused slow a formation.	paring or interoperability between systems. Information is cated in a manual process between them. Systems seem very and unresponsive, Medben in particular. With call times being ured, it's ironic that waiting for these systems slows the operator considerably. The system seems to basically be a database of "claims" per dual. While it does provide some service to the operator (the ration of templated letters) for PRC claims, more time and effort int adding data to records.	 8. It can be difficult to get through "security", particularly for proxy applicants. 9. In some case where a NINO search has failed and demographic data has been used to find a Medben record, the operator has then continued to try to get three correct "security" answers — even though enough data has actually been gathered already. 10. Medben and CIS share a lot of data, which is manually transferred from CIS to Medben, either with copy + paste or by hand. 	 11. Accurately getting email addresses over the phone can be surprising difficult. Medben has no data fields for receiving institutions, so a lot of important information (including this) is stored in the free-text "notes" field. It was notable that the only information required was email and/or fax number, getting the name of the institution or other details was not attempted. In cases of delivery failure this might be useful? 12. For obvious reasons it can be difficult to establish the exact length o time a PRC is required for. 	 which basically generates a Word doc. 14. Sending the certificate itself is a very manual process involving s a downloaded Word doc as a PDF and attaching it to an email. 	perhaps could be better captured in a different way (see 13).
Key	Note Pain point						