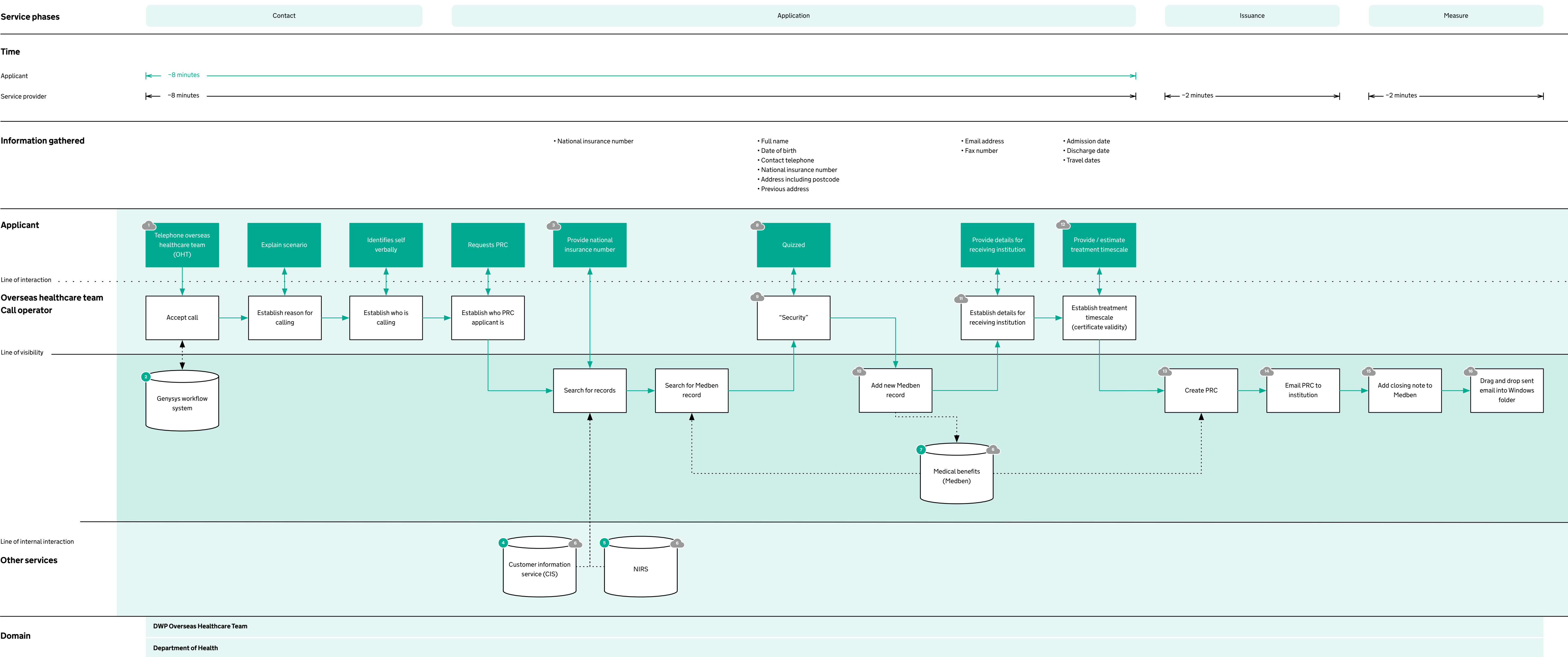


**Scenario**  
Someone 'ordinarily resident' in the UK needs treatment in the EEA and requires a PRC because they don't have an EHIC.



- | Notes | 1   | 2 | 3  | 4   | 5   | 6 |
|-------|---|---|--|---|---|---|
|       | There is very low awareness of the PRC and what number to call. Sometimes calls can involve multiple proxy actors for the same PRC or people under high stress. |   | Some people don't know their national insurance number, or don't 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. | Medben system seems to basically be a database of "claims" per individual. While it does provide some service to the operator (the generation of templated letters) for PRC claims, more time and effort is spent adding data to records. |   |
|       | Workflow system allows call operators to answer calls, they must also designate tasks as they work on them - i.e. 'post call work' etc.                         |   |  |   |   |   |
|       |   |   |  |   |   |   |