Welcome Message.

Caller will be prompt the reason of calling in

Go To OBGYN Call Center Queue

Covid 19 concerns or OBGYN related

OBGYN

Covid 19 concerns

Press 1 if caller is an Established Patient

Not Patient

Prompt to contact Provider

Not Patient

Patient

Not Patient

Prompt to enter Zip Code

Continue on page 2

Not Patient

Call API to search for state Covid Data. Announce Data

Prompt to enter Symptoms or tested Positive for covid 19

Symptoms (page 3)

Tested Positive

Patient

Prompt for Medical Record Number (MRN)

Talk to an Agent

Do not have MRN

Have MRN

Lambda function to find pt data and send an email to provider. l

Symptoms (pg. 1)

Check wait time.

Press 1 to wait in queue or 2 for call back

Option 1

Go to Agent

(Wait)

Option 2 (call back)

Lambda Function to insert call back number to DynamoDB

Prompt Patient to enter a call back phone number

Continue on page 4

Press 1 if calling from Mobile device and would like an confirmation text.

Press 1 if the number entered is correct or press 2 re-enter .

system will read back the number enter by the caller

If send text message is not successful

Call sendSNS function to send a text caller.

Caller will be inform text messaging is not successful .

Caller will be contacted soon.

End Call