Call center flow for OBGYN clinic during Covid 19 pandemic

Go to OBGYN Call center Queue

Call Comes In

If reason for calling is COVID 19

NOT Covid related

Callers are prompt to call their provider

Not an establish Patient

Covid Related concerns

Checking whether call is a establish patient

Call API to search for state Covid Data

Prompt to enter zipcode

An established Patient

Option – 1 - Go Agent Queue

Press 1 to wait in queue or press 2 for call back

Check wait time

Prompt to enter Medical Record number

Caller is Covid Showing Symptoms

Option 2 Callback – Prompt Patient to enter a call back phone number

Call picked Tested positive Queue

DO not have MRN

Lambda Function to insert callback to DynameDB

Know the MRN

Ask for medical record Number

Lambda function to query database for all appointments. Send provider an email

Talk to an agent

Covid Center Queue

Covid Center Queue

DO not have MRN

DO not have MRN