


# Contract 22/00040

## SSA-T Appendix 1 Attachment 4

### Work processes for GPOC Central

Customer	Contractor
 <b>HELSETJENESTENS DRIFTSORGANISASJON</b> Nødnett	<i>Insert logo</i>
Lars Erik Tandsæther	Managing director

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## 1 Workflow GPOC central

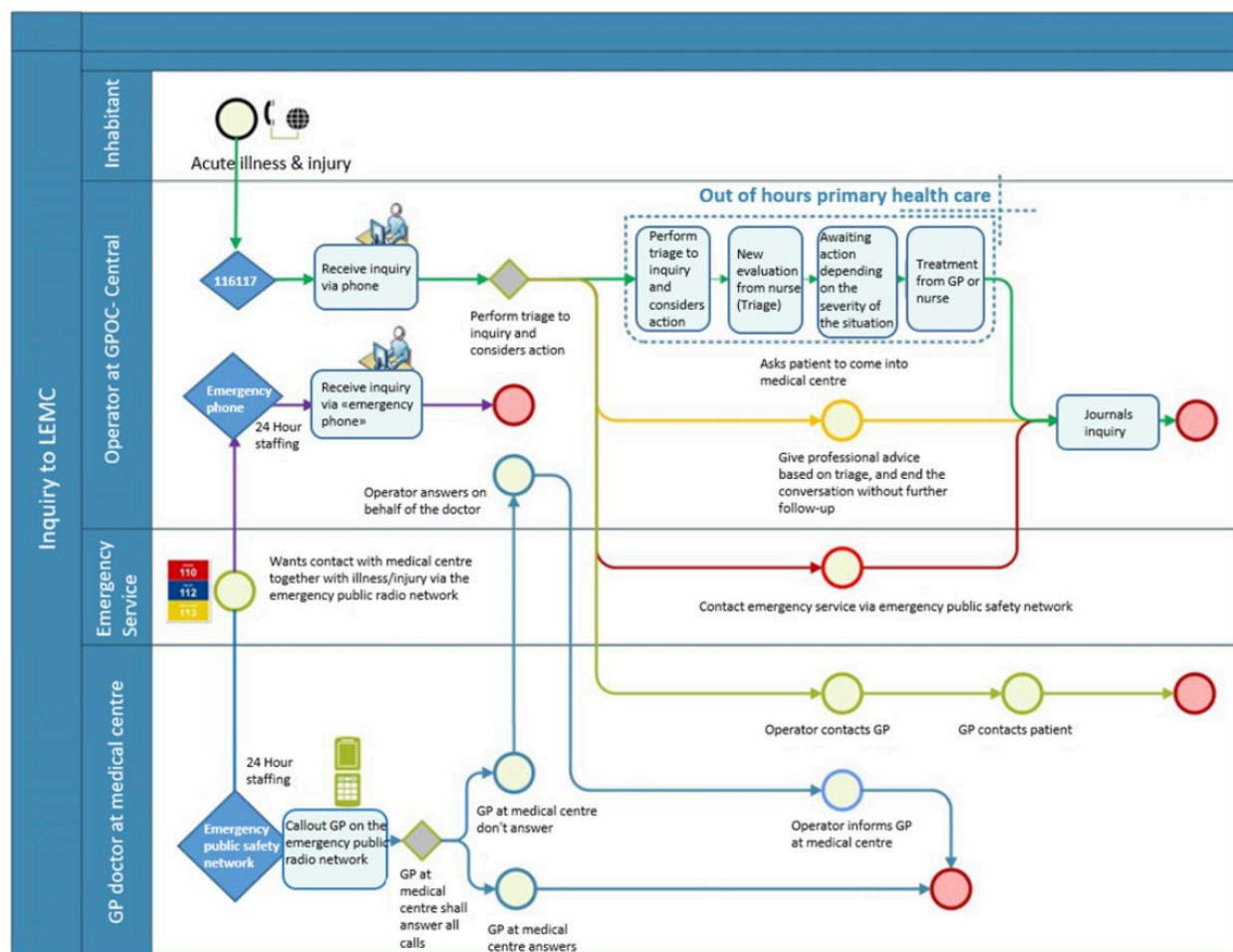


Figure 1 – Workflow

### General

Incoming calls from public 116 117 when the patient has an acute illness, such as abdominal pain, infection etc., or other problem, but it is not so urgent that they need help immediately. When in need for immediate help the public shall call 113 emergency.

#### Scenario A Green flow



Incoming calls are coming through 116117 and the GPOC operator answers it and does a triage evaluation to the case and what to do if the patient needs to come into the GPOC if [seso](#), an appointment is made. The operator then updates the journal in the EPJ and ends conversation.

#### Scenario B Yellow flow



Incoming call is coming through 116117 and the operator answers it and does a triage evaluation to the case what to do. In this scenario the patient does not have to come to the GPOC. The operator gives some advice to patient on what to do. The operator then updates the journal in the EPJ and ends conversation.

#### Scenario C Red flow



Incoming call is coming through 116117 and the operator answers it and does a triage evaluation to the case and what to do. In this case after triage the operator needs to consult EMCC (113) so they perform a call on a direct line to make their decision. If this is a case for EMCC they take over the communication with the public. The GPOC operator ends the conversation and write the case into EPJ.

#### Scenario D light green/brown



There is a need for the doctor to call back to the patient. This is done from their office or examination room directly to the patient and not through the GPOC operator.

#### Scenario E Purple flow



Incoming call is coming through an internal line to GPOC from EMCC. EMCC needs to contact a doctor locally in GPOC. The operator is routing the call to the doctor and ends the conversation.

#### Scenario F Blue flow



Incoming acute alarm from EMCC via the emergency public safety radio network (Nødnett) and the medical centre doctor shall answer the call. If the doctor does not answer it, the GPOC operator have to answer on behalf of the doctor. The operator informs the doctor and ends the communication.