
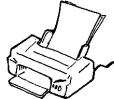



## HELPLINE CHECKLIST

Client Name: \_\_\_\_\_

Please answer all of the following:

	<b>1. Has caller scheduled an <u>appointment</u>?</b>	<b>Yes</b>	<b>No</b>
	<b>2. Who scheduled the appointment?</b>	<b>CJ NS</b>	<b>PY BD</b>
	<b>3. Has the caller been placed on the master <u>schedule</u>?</b>	<b>Yes</b>	<b>No</b>
	<b>4. Does caller have a current <u>Judicare Card</u>? IF YES, please print financial application. IF NO, please complete application before screening.</b>	<b>Yes</b>	<b>No</b>
	<b>5. Has the caller been instructed to <u>call back</u> at the scheduled time?</b>	<b>Yes</b>	<b>No</b>
	<b>6. Has a <u>reminder letter</u> been sent to caller (only if appointment is two or more days before the scheduled appointment)</b>	<b>Yes</b>	<b>No</b>
	<b>7. Has a copy of the schedule been printed for Erin? IF NO, please print a copy of the schedule.</b>	<b>Yes</b>	<b>No</b>
	<b>8. Has caller been <u>screened</u> on the legal issue? IF NO, please screen and print completed script.</b>	<b>Yes</b>	<b>No</b>
	<b>9. Who screened the caller?</b>	<b>CJ</b>	<b>NS</b>
<b>PLEASE GIVE THIS CHECKLIST AND ALL RELEVANT PRINTOUTS TO ERIN <u>BY</u> <u>NOON</u> ON THE HELPLINE DAY.</b>			

# THANK YOU!