This job aid is intended for National Seating and Mobility employees to utilize when capturing all non-revenue generating activities completed by our technician and ATP teams.

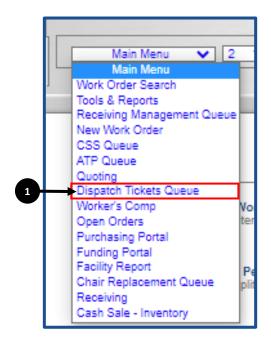
**Dispatch Tickets:** A scaled-down Work Order intended to skip past any funding or system requirements for processing. Dispatch Tickets are used to ensure all non-revenue generated activities are captured while working to serve a client.

#### Examples of when to create a Dispatch Ticket:

- Assisting Client: Unlocking Joystick, verifying charging of the battery
- · Aiding in the delivery of equipment from a clinic to a residence
- Follow-up on required paperwork
- · Picking up or dropping off rental/loaner equipment
- Delivering Demos for ATP
- Reeducation of equipment operation
- · Adjustment for deployed equipment (headrest, armrest)

### **Opening A Dispatch Ticket via The Dispatch Ticket Queue:**

1. Select **Dispatch Tickets Queue** from the Main Menu drop down.





2. Select New Ticket

Dispatch Tickets		002-	G0 2	New Ticket Main
	Search Criteria			
RTS	ALL Adcock, Logan Blackmon, James			
	Bodiford, Brian Bonk, Edward			
Facility				
Order Type	Include Completed			
	Include Cancelled			
	Continue			

3. Search for appropriate client using Client Search or create a new client record using the New Patient option

nt Name	~	3	Ticket for Branch: 2 🗸	First	Last	DOB	State V GO
/ Tech	~	-					
ech 📃	~						
enue Type FFS	~						
Tracking Dispatch Ticket	~						
ег Туре	~			3-	No Patient		
order Type	~						
ity 🗌	~						
Reference							

4. Once correct patient identified or entered, select Add/Update Patient

De New Ticket New WO Main	
Add/Update Patient	Search
Client Name	
RTS / Tech	Patient Data
RS Tech	First Name holly
	Middle Name nicole Language English V
Revenue Type FFS 🗸	Last Name Vega Active Date 12/07/2020 Inactive
ust. Tracking Dispatch Ticket	Street Address 1806 diana ave E-mail N/A hnramer@gmail.com
rder Type	RR# or PO Box Primary Phone (815) 644-0131
	Suite, Unit, Floor Mobile Phone (815) 844-0131
Jborder Type	City Champaign Work Phone ext
acility	State, Zip IL V 61821 Zip Look Up Fax ext
VO Reference	Infectious Disease None  Date of Birth 12/13/1988 Sex F
	Emergency Contact Ramon Vega Jr. Husbanc Emergency Phone (217) 355-5538
	Notes
Continue Cancel	STAT S
	Diagnosis Codes



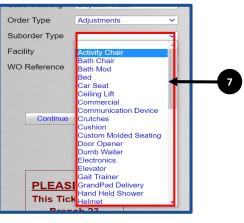
5. Select the correct RTS/Tech from the drop down

New Ticket	New WO Main		
Client Name	holly nicole vega	~	
RTS / Tech		~	 5
RS Tech		~	
Revenue Type	FFS	~	
Cust. Tracking	Dispatch Ticket	~	
Order Type		~	
Suborder Type		~	
Facility		~	
WO Reference			

6. Select the appropriate **Order Type** from the drop down

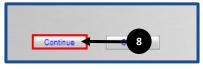
Client Name	Harris Carrier	~	
RTS / Tech	Matt Germain	~	
RS Tech		~	
Revenue Type	FFS	~	
Cust. Tracking	Dispatch Ticket	~	
Order Type		~	
Suborder Type	Adjustments		6
Facility	Drop-off		
Facility	Eval Modification		
WO Reference	Paperwork		
	Pick-up		
	Potential Client Remote Eval		
	Repair	- 11	
	Status Update		
Continue	Cancel		

7. Select the appropriate **Suborder Type** from the drop down



8. Click Continue

NATIONAL SEATING & MOBILITY



- 9. Complete all Scheduled information and Location
- 10. Click Calendar to add the appointment to the tech or ATPs calendar

#### 11. Click Update

ORIUTY

Dispatch S	cheduling		
	Scheduled	Actual	Unsuccessful Remote Evaluation
Date		9	Locatic V
Appt. Time	· ·		
Duration	✓	×	Address:
ETA Ran 💙	× ×	<b>~ ~</b>	City, St. Zip
Person 1	✓	×	Contact Phone
Person 2	✓		
		10	Calendar 🗹 Date/Time Is Tentative Update

\*Note: Our Remote Service Specialist (RSS) are utilizing Dispatch Tickets to track successful remote evaluations for non-revenue generating activities. If RSS has been unsuccessful in completing a remote evaluation, but we do not know if an in person evaluation will result in revenue generation, RSS will select click the box for **Unsuccessful Remote Evaluation**. This will populate the Dispatch Ticket on the CSS Evaluation Scheduling queue. The CSS will then be responsible to schedule an in person visit with the client.

\*Note: Per compliance, we will now be required to complete a Dispatch Delivery Ticket for each in person Dispatch Ticket appointment.

- 12. <u>The technician or ATP will be responsible for</u> clicking **Print** to physically print the Dispatch Delivery Ticket prior to the appointment or clicking **Sign** at the appointment to capture signature electronically
- 13. <u>The technician or ATP will be responsible</u> for Scan completed Dispatch Delivery Ticket into the **View/Upload Tab.**

\*Note: Capturing the signature electronically will automatically save the signed document in the View/Upload tab as "Signed Ticket"

Dispatch Sc	heduling 12	12 13		
	Scheduled	Actual		Insuccessful Remote Evaluation
Date			Locatic 🗸	
Appt. Time	<b>~ ~</b>	<b>~ `</b>		
Duration	~	~	Address:	
ETA Ran 🗸	<b>~ ~</b> [	<b>~ ~</b>	City, St. Zip	
Person 1	~	~	Contact	Phone
Person 2	<b>~</b>	· · · · ·		

Document Name	Scanned By	Scan D	Date	-
Signed Ticket	Holly Vega	5/24/2023	and the second	Delete

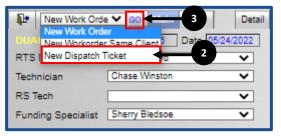
\*Note: Once the scheduled dispatch appointment date is one day or greater in the past, the Dispatch Ticket will fall into the CSS Delivery Scheduling Queue

- 14. <u>The CSS is responsible for reviewing the Signed Ticket</u> to ensure it is complete and will then enter the **Actual** information in the **Activity Tab**
- 15. Once the Actual information in entered, the CSS will click Update to post/close the Dispatch Ticket

Dispatch Sc	heduling			-
	14 dulad	Actual	Unsuccessful Remote Evaluation	
Date				1
Appt. Time	<b>~ ~</b>	· · ·		
Duration [	~	×	Address:	
ETA Ran 💙	✓ ✓ ✓	× ×	City, St. Zip	1
Person 1	~	×	Contact Phone	5
Person 2	~	×	Calendar 🗹 Date/Time Is Tentative Update	-

### **Opening A Dispatch Ticket From An Existing Work Order:**

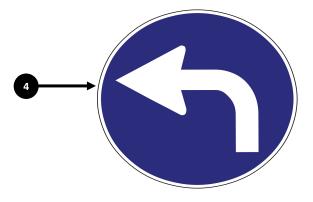
- 1. Open any existing work order
- 2. Select New Dispatch Ticket from the top left hand drop down
- 3. Click Go





**\*Note:** Opening a Dispatch Ticket via the work order will automatically enter that clients record and WO number reference into the Dispatch Ticket

4. Complete steps 5-15 from section Opening A Dispatch Ticket via The Dispatch Ticket Queue



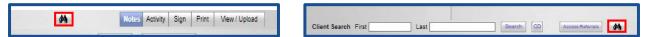
### FAQ:

Q. Will I get KPI points for Dispatch Tickets

**A.** Yes, CSSs will receive points for scheduling and posting, which TS will receive points for the activity itself. Points will be assigned to RSS depending on their activity within the Dispatch Ticket as well.

Q. Will I see the clients Dispatch Ticket records in the client history?

**A.** Yes, you can see the clients work order and dispatch ticket history by utilizing the binoculars on either the work order or the dispatch ticket.



**Q.** If opening a Dispatch Ticket from a Work Order, will notes and documents carry over from the work order to the dispatch ticket?

A. No, but there will be a reference link to the work order on the left side of the dispatch ticket.

New Ticket	New WO Main
Work Order ID	237-25699 Date 05/24/2023
Patient	Vega, Holly 🗸 <
RTS Name	Brian Bodiford
RS Tech	×
Revenue Type	FFS
Customer Tracking	Dispatch Ticket
Order Type	Drop-off
Suborder Type	Car Seat 🗸
Facility	×
WC Serial #	
WC Make/Model	>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
Activity Completed	8
WO Reference	002-3262936

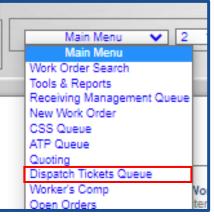


**Q.** If opening a Work Order from a Dispatch Ticket, will notes and documents carry over from the dispatch ticket to the work order?

**A.** No, you would need to reference the dispatch ticket via the binoculars to see the notes or documents associated with the originating dispatch ticket.

Q. Is there a way to see all Dispatch Tickets for my branch at once?

**A.** Yes, by accessing the Dispatch Ticket Queue from your main menu drop down, you can view all dispatch tickets by hitting continue. You have the option to apply filters to refine your results as well. You can use column headers to sort your results.



	Search Criteria
RTS Bass, Battle	tyniak, Griffin Shelby s, Talia well, Reggio
	Include Completed

