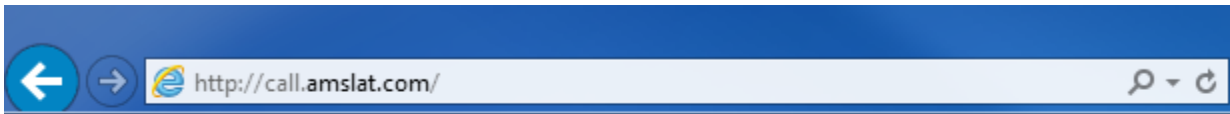


Getting Started...

Navigate to <http://call.amslat.com>



[New Call](#) | [Manage Calls](#) | [Admin](#) | [Help](#)

Log a New Call...

Click 'New Call' and login with your credentials. If you have forgotten your password or need an account setup for the first time, please click 'Help' near the top of the page to send an email request.



[New Call](#) | [Manage Calls](#) | [Admin](#) | [Help](#) | [Logout](#)

Username

Password

Login

Once logged in, fill in the required fields (marked with a red asterisk) and enter as much of the optional data as possible (as instructed by your leadership) before clicking 'Submit' near the bottom of the form. Please note that several questions may require an expanded response based on the initial data entered. Keeping accurate records of call status, call priority, Relay ID, call attempt dates and call attempt times will help you greatly when you search/query your calls later.



[New Call](#) | [Manage Calls](#) | [Admin](#) | [Help](#) | [Logout](#)

Your submission was successful for Relay ID: 123456

Manage Calls...

Click 'Manage Calls' and login with your credentials. If you have forgotten your password or need an account setup for the first time, please click 'Help' near the top of the page to send an email request.



[New Call](#) | [Manage Calls](#) | [Admin](#) | [Help](#) | [Logout](#)

Username

Password

Login

Once logged in, you may use any of the search criteria to refine your results or go directly to the bottom of the page and click 'Search' to show all calls in the database. This section can be used for reporting purposes as well as filtering for call that require your attention.

- Status – Current state of the call (*ctrl + click to select multiple*)
- Priority – Customizable level of importance
- Relay ID – Unique identifier used to track patients in Relay
- User – Username of person who submitted the original call
- Discharge Range – Range of discharge dates
- Attempt 1 Range – Range of first attempted call dates
- Attempt 2 Range – Range of second attempted call dates
- 30-35 Day Follow Up Status – Current state of the follow up (*ctrl + click to select multiple*)
- 30-35 Day Follow Up Attempt 1 Range – Range of first attempted follow up dates
- 30-35 Day Follow Up Attempt 2 Range – Range of second attempted follow up dates
- Submission Range – Range of call submission dates
- Last Updated Range – Range of call updated dates

When the results page loads, you have the option to download all the data to an Excel spreadsheet (by clicking the 'Download Data' link) or view/update the records individually online.



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 Search Again  Download Data

Relay ID	Discharge Date	Status	Priority	Facility ID	Region	Area
123456	2/19/2018	Closed - Contact Made, Opted In	Low	444G	Doverspike, Cyd	Mason, Stella

To view/update the records online, you'll need to click on the Relay ID you'd like to work with. Upon loading, you'll be presented with a page that looks near identical to the 'New Call' form. The page is mostly the same with the exception of the 'Attempt 2' fields and the '30-35 Day Follow Up' section (if call is closed) that have now been added. From here you may review your previously entered information, update your records or use this page to complete as previously incomplete call. When finished you may choose to select 'Update', 'Delete' or 'Back' near the bottom of the page.

[Update](#)

[Delete](#)

[Back](#)

Manage Calls (Example 1 – Looking at Open Calls)...

Select all open calls with high priority that were discharged between 12/31/17 and 1/6/18.



[New Call](#) | [Manage Calls](#) | [Admin](#) | [Help](#) | [Logout](#)

Search

Status

- Open - No Attempt Made
- Open - First Attempt Made
- Open - Call Back Later
- Closed - Contact Made, Opted In
- Closed - Contact Made, Opted Out
- Closed - No Contact Made

Priority

High 

Relay ID

User

Please Select 


Discharge Range

12/31/2017 

01/06/2018 

Attempt 1 Range

Start Date 

End Date 

Attempt 2 Range


Start Date 


End Date 

30-35 Day Follow Up Status

- Blank
- Open - No Attempt Made
- Open - First Attempt Made
- Open - Call Back Later
- Closed - Contact Made, Opted In
- Closed - Contact Made, Opted Out
- Closed - No Contact Made

30-35 Day Follow Up Attempt 1 Range

Start Date 

End Date 

30-35 Day Follow Up Attempt 2 Range

Start Date 

End Date 

Submission Range

Start Date 

End Date 

Last Updated Range

Start Date 

End Date 

Search

Manage Calls (Example 2 – Looking at User Specific Calls)...

Select all calls submitted by Stacey Hodgman that were submitted between 12/1/17 and 12/31/17. Note this is only for those with multiple users under a single facility. You cannot view other facility data.



[New Call](#) | [Manage Calls](#) | [Admin](#) | [Help](#) | [Logout](#)

Search

Status

Open - No Attempt Made
Open - First Attempt Made
Open - Call Back Later
Closed - Contact Made, Opted In
Closed - Contact Made, Opted Out
Closed - No Contact Made

Priority

Please Select

Relay ID

User

Stacey Hodgman

Discharge Range

Start Date End Date

Attempt 1 Range

Start Date End Date

Attempt 2 Range

Start Date End Date

30-35 Day Follow Up Status

Blank
Open - No Attempt Made
Open - First Attempt Made
Open - Call Back Later
Closed - Contact Made, Opted In
Closed - Contact Made, Opted Out
Closed - No Contact Made

30-35 Day Follow Up Attempt 1 Range

Start Date End Date

30-35 Day Follow Up Attempt 2 Range

Start Date End Date

Submission Range

12/01/2017 01/31/2018

Last Updated Range

Start Date End Date

Manage Calls (Example 3 – Looking at Calls Requiring Follow Up)...

Select all closed calls that did not opt out that were discharged 5 weeks ago from Sunday to Saturday and have a follow up status of blank or open. Alternatively, you may want to change the discharge start date to the go live date to ensure there is not anything in the database needing attention.



[New Call](#) | [Manage Calls](#) | [Admin](#) | [Help](#) | [Logout](#)

Search

Status

- Open - No Attempt Made
- Open - First Attempt Made
- Open - Call Back Later
- Closed - Contact Made, Opted In
- Closed - Contact Made, Opted Out
- Closed - No Contact Made

Priority


Please Select

Relay ID


User

Please Select

Discharge Range

Attempt 1 Range


Attempt 2 Range


30-35 Day Follow Up Status

- Blank
- Open - No Attempt Made
- Open - First Attempt Made
- Open - Call Back Later
- Closed - Contact Made, Opted In
- Closed - Contact Made, Opted Out
- Closed - No Contact Made

30-35 Day Follow Up Attempt 1 Range



30-35 Day Follow Up Attempt 2 Range

Submission Range

Last Updated Range

Search