Smals

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Script & Forms

Release 06-05-2021

RELEASE NOTE

Auteur, service et coordonnées de contact	Date	Copie à	Commentaires
Script & Forms	05-05-2021	Click here to enter text.	Click here to enter text.

TABLE OF CONTENT

1. Release

RELEASE NUMBER		
TYPE		URGENT
APPLICATION	Script & Forms	
VERSION		
DATE ACCEPTATION	05/05/2021	
DATE PRODUCTION	06/05/2021	

2. New features

2.1. Start tracing on the field with 1A from scratch

It's now possible to create 1A tickets from scratch in Script&Forms. This allow Field Agents to conduct the scripts on location. e.g: In test centers where citizens have been tested positive (with a quick AG test) to immediately start their tracing.
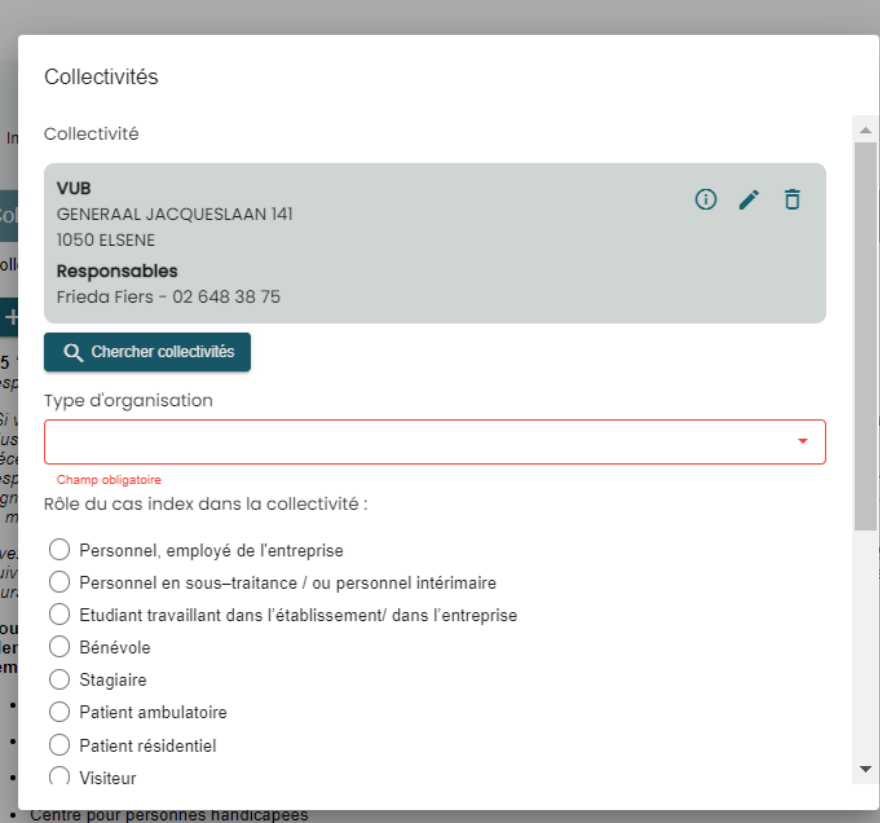
Business Case

- Before creating a 1A from scratch, the Field Agent (FA) checks - in S&F Advanced search - whether no other 1A already exists for the citizen. If so, FA will not create 1A from scratch but the existing 1A can be handled and closed by the field agent instead.

- If no 1A is available for the citizen, a 1A from scratch can be created by the FA. The questions in the 1A from scratch are filled and the 1A from scratch is submitted with a wrap-up field-success.

- The following data will be generated by Script and Forms when saving as a draft or when submitting
    - Ticket number : start with prefix "FA"
    - Ticket Date : date of the day

- Following data can be filled in by Field Agent in Patient Information area:
    - Region
    - Test Date
    - Test Result
        - Positive
        - Suspected
        - False negative

- Mention *"*1A created from scratch"* is displayed on top of script

- After creating and submitting the 1A from scratch in Camunda it is checked whether this person is already known as an index patient within the last 90 days.

- If the person was not yet known as an index patient in the last 90 days then the 1A is treated. This means:
  - 2A, 2B and 1B are created for the contacts, collectivities and companies mentioned.
  - The person is saved as a new index patient starting on the day of the test mentioned in the 1A from scratch
  - When a test result comes in for this person after submitting the 1A from scratch no new (normal) 1A will be created

- If the person is known as an index patient in the last 90 days then the 1A is not treated. This means:
  - NO 2A, 2B and 1B are created for the contacts, collectivities and companies mentioned
  - When a test result comes in for this person no new (normal) 1A will be created as the same rule of 90 days applies
  - Mention "1a from scratch not processed because citizen is already index patient" will be displayed in the "event log" area

2.2. Script 1A - Selection of the type of collectivity by the Call Center Agent

After adding a collectivity to the ticket, the agent will have to fill in the "collectivity type" according to a new classification proposed by the Regions.

- This selection is done in 2 levels (Category and type) via 2 drop downs list.
- In the JSON export, this type of collectivity will be added in addition to the category from the authentic source "Collectivity database" managed by eHealth with the following values
  - **collectivity_category**
  - **collectivity_type**

Q Chercher collectivités

Type d'organisation

Soins

Enseignement

Détention

Sécurité

Centres d'accueil

○ Patient ambulatoire
○ Patient résidentiel
○ Visiteur
• Centre pour personnes handicapées

Q Chercher collectivités

Type d'organisation

Enseignement ▼

Rôle du cas index dans la collectivité :

○ Personnel, employé de l'entreprise

Type d'organisation

Enseignement ▼

Rôle du cas index dans la collectivité :

○ Personnel, employé de l'entreprise
○ Personnel en sous–traitance / ou personnel int
○ Etudiant travaillant dans l'établissement/ dans
○ Bénévole
○ Stagiaire
○ Patient ambulatoire

Enseignement maternel

Enseignement primaire

Enseignement secondaire

Enseignement supérieur (haute école/université)

Enseignement artistique/éducation pour adultes à temps partiel

2.3. Wrap-up code improvement

- **Script 1B :** the issue « agent is forced to call in Genesys before closing the ticket with "send by email" and "send via eHbox" wrap up codes is now fixed.

2.4. Various scripts update

Script 1A
- Q3B : textual change
- Q5 : textual change
- Organization form : textual change
- Q7D : textual change
- Q7E : textual change
- Q9B : new source of infection **"other_non_medical_contact_profession"**
- Q12 : textual change

Script 2A and 2C
- Advice 2 and 3 : textual change

Script 2B
- Q5A is displayed only if Q1 answer is "person online"
- Question about the 2nd injection of vaccination is added

Script 2E
- Display Q2B if Q1 answer is "answering machine"
- E-mail address field is no longer "mandatory"

ion 1.1