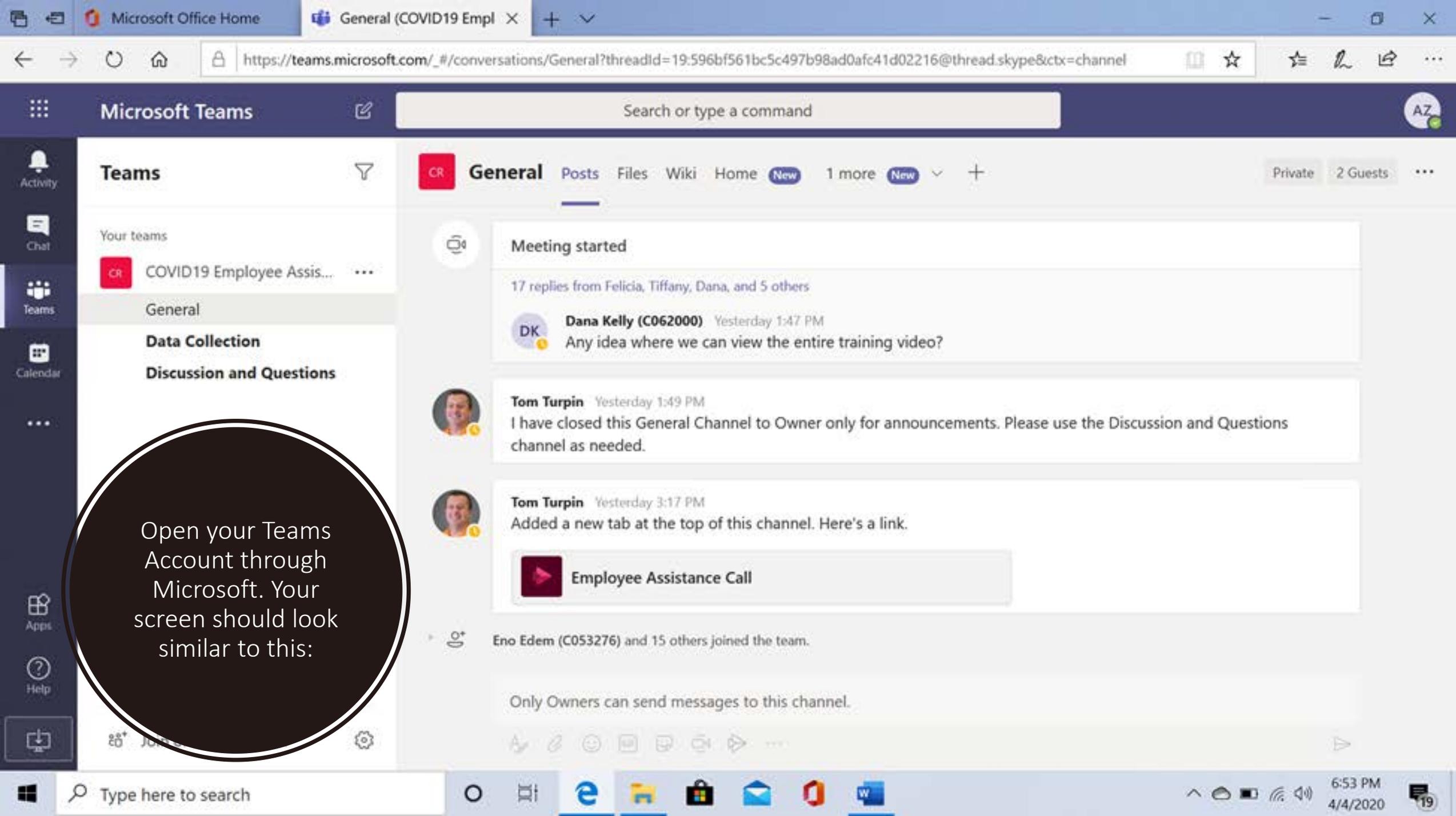
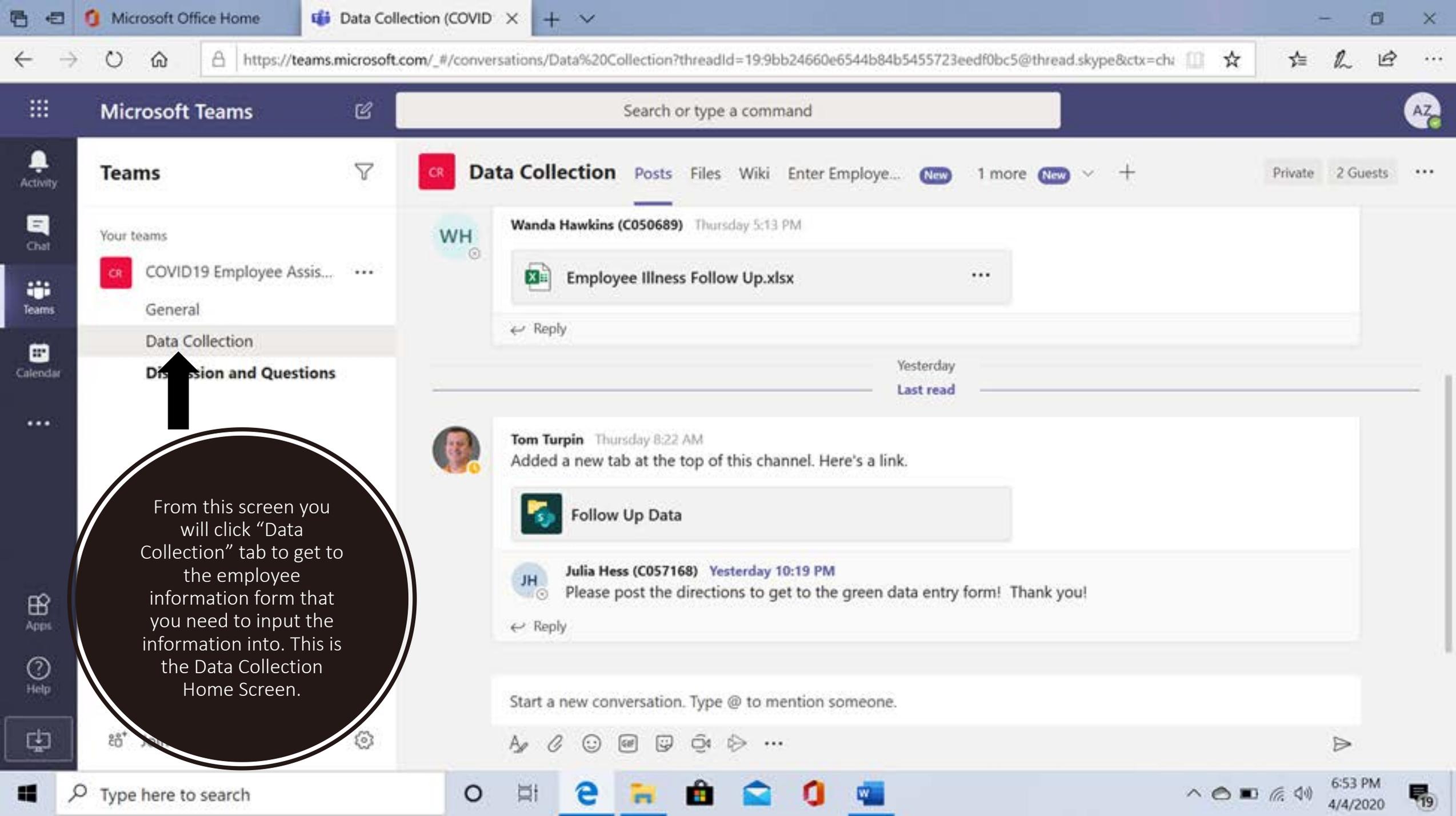


Employee Assistance Call Team

Step by Step Instructions



Open your Teams Account through Microsoft. Your screen should look similar to this:



Teams

Your teams

- COVID19 Employee Assis...
- General
- Data Collection
- Discussion and Questions



From this screen you will click "Data Collection" tab to get to the employee information form that you need to input the information into. This is the Data Collection Home Screen.

Data Collection Posts Files Wiki Enter Employee... 1 more



Wanda Hawkins (C050689) Thursday 5:13 PM

Employee Illness Follow Up.xlsx

Reply

Yesterday

Last read



Tom Turpin Thursday 8:22 AM
Added a new tab at the top of this channel. Here's a link.

Follow Up Data

Reply

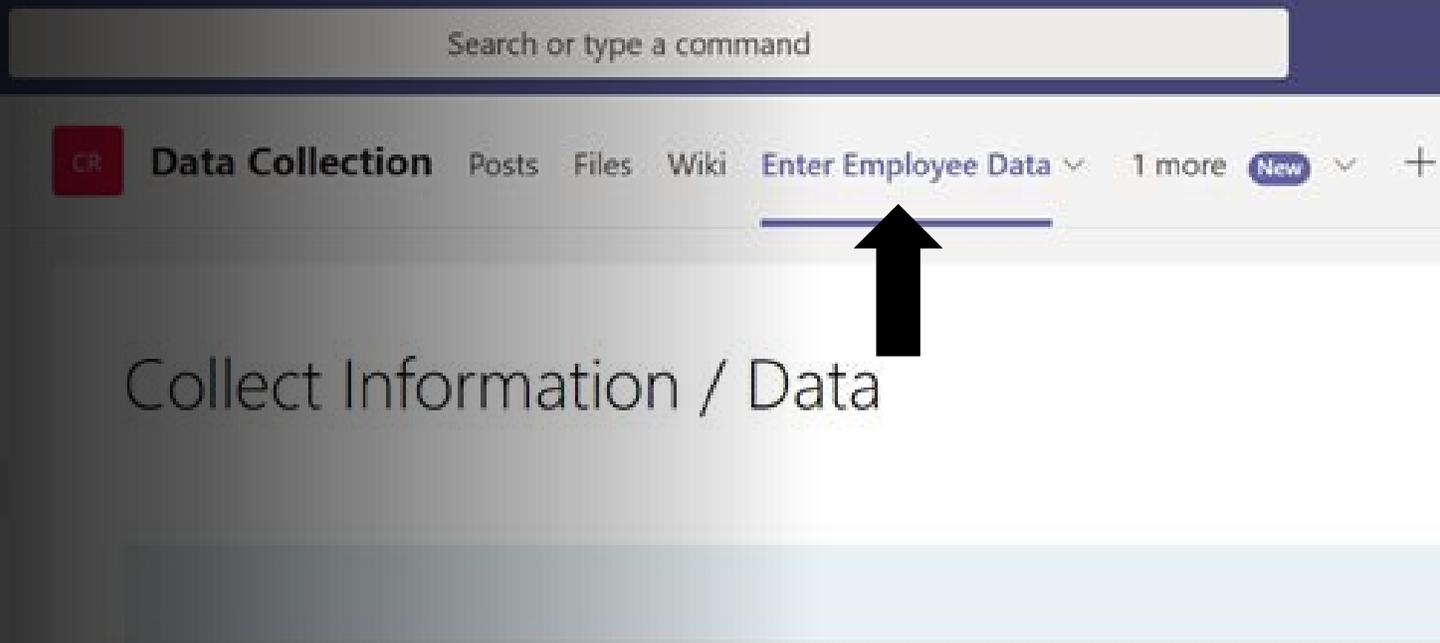


Julia Hess (C057168) Yesterday 10:19 PM
Please post the directions to get to the green data entry form! Thank you!

Start a new conversation. Type @ to mention someone.



Click the “Enter Employee Data” Tab. If you are working remotely the screen will either ask you to “Fill out the Form” in which you will click that button. Otherwise the form will already be open and ready to input the information all you need to do is scroll down.



Collect Information / Data

Employee Tracking Form

UPON RECEIPT OF CALL MUST CHECK SPREADSHEET TO ENSURE NO DUPLICATE NAME TO THE DATA UNLESS CALLER HAS A NEW ENCOUNTER / CONCERN.

DO NOT PROVIDE ADVICE OR DIRECTION IN ANY FORM TO THE EMPLOYEE.

This form is for initial contact with employees by non-medical staff.



Check for Messages



Dial: 803-832-8888



Press: #



**Enter the mailbox
number for your
section:**

Illness: 803.101.0158

Travel: 803.101.0038

Exposure: 803.101.0136

Mapping: 803.101.0123

Other: 803.101.0124



**Enter the Password
followed by the # sign:
369512301#**



**Press 1 to listen to
your unread
messages**

If no messages,
continue to check each
15 minutes during your
time slot.

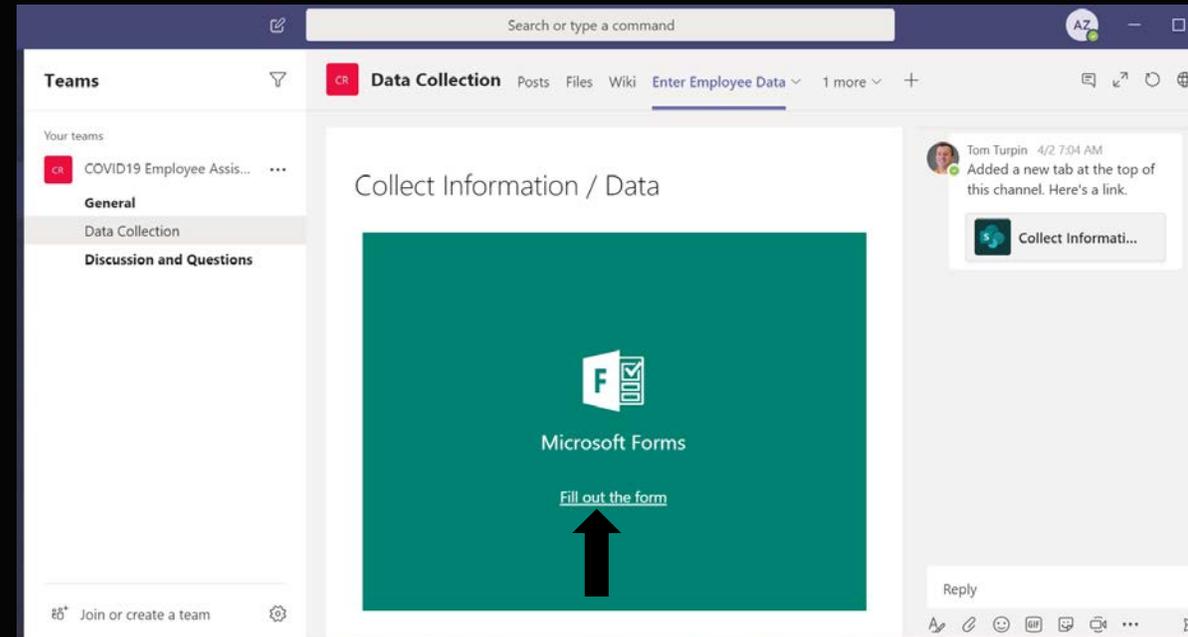


Log Messages from Voicemail

- Using a notebook or other means, log the vital information from the voicemails (i.e. Caller's name, phone number, and any other information provided)
 - Once logged, press 7 to DELETE the voicemail to avoid duplication of calls.

Return to Teams

- If prompted Click the “Fill out the Form” option seen in the top right screen.
- Then begin inputting information as requested in bottom right screen.

A screenshot of the Microsoft Forms 'Employee Tracking Form'. The form has a green header with the title 'Employee Tracking Form'. Below the header, there are three lines of text: 'UPON RECEIPT OF CALL MUST CHECK SPREADSHEET TO ENSURE NO DUPLICATE NAMES ARE ADDED TO THE DATA UNLESS CALLER HAS A NEW ENCOUNTER / CONCERN.', 'DO NOT PROVIDE ADVICE OR DIRECTION IN ANY FORM TO THE EMPLOYEE.', and 'This form is for initial contact with employees by non-medical staff.' Below this, there is a message: 'Hi Alexandra, when you submit this form, the owner will be able to see your name and email address.' The form contains two required fields: '1. Employee Name *' and '2. Employee ID *'. The first field has a text input box with the placeholder 'Enter your answer'. The second field has a text input box with the placeholder 'XXXXXX'.



Return Calls

- Call the employee
- Introduce yourself (ex. “Hi, this is Alex Zimmer with the Employee Assistance Call Team. I’m returning your call, are you available to speak briefly?”)
- Proceed with questions from the questionnaire. See clarification below for a few of the questions:
 - Question #11 – illness need to ask specific questions and input specific details given.
 - Are you experiencing: cough/ fever/shortness of breath/nausea/vomiting/ diarrhea?
 - Question #22 - International Travel or Travel Outside State of Residence-notate travel destination in comments section
 - Last Question – Monitoring Needed:
 - Illness (if employee is reporting symptoms)
 - Quarantine Exposed (If employee reports having been exposed to someone who has or is suspected to have illness)
 - Quarantine Travel (If employee reports having traveled or been in contact with someone who has traveled)
- End the call, then submit the form
- Wait to submit in case caller offers new relevant information subsequent to the final question

Follow Up Calls from Spreadsheet: Step by Step

The screenshot shows the Microsoft Teams interface. On the left is a navigation pane with icons for Activity, Chat, Teams, Calendar, Calls, Files, and Help. The main area is divided into two panes. The left pane shows the 'Data Collection' team with sections for 'General' and 'Discussion and Questions'. The right pane shows the 'Employee Follow Ups' list with options for 'New', 'Upload', 'Get link', and 'Open in SharePoint'. A table below lists a file named 'Employee Master Data File.xlsx'. Two black arrows point to the 'Follow Up Data' link in the top right and the file name in the table.

- After all calls have been returned return to the “Employee Master Data File” and click where arrows indicate:

Follow Up Calls from Spreadsheet Cont.

- Any rows that are highlighted **YELLOW** are Exposure Team. Highlighted **BLUE** are Travel Team. Illness section will NEVER return calls as Medical Staff are to follow up with those employees highlighted **RED**.
- Unless noted by Melanie Davis, Dr. Clarke, or another Medical Professional - previous employees who have been entered in the data sheet need to be checked on daily.
- Scroll to the first **YELLOW** or **BLUE** box you see, make sure there is no note by Melanie that restricts you from moving forward.
- Give that individual a call back and check on them. Ask if they have a moment to talk. Ask them how they are and if they are experiencing any symptoms?

	Date of Form	Date of Form Only	Data Collected By	Medical Professional Name	Medical Employee Number	Employee Name	Employee ID	Employee Phone Number	Institution	Location	Job
1	4/6/2020	4/6/2020	Valeria McDonald (C062070)	MDavis	028200	Jacob Johnson	054520	864-426-8337	Tyger		CO
2	4/3/2020	4/3/2020	Alesha Harris (C062563)	MDavis	028200	Alesha Harris	062563	770-314-2846	Headquarters		Crimina
	4/5/2020	4/5/2020		MDavis	028200	Andre Cooper	064806	704-904-3846	Kershaw		Cadet C
4	4/6/2020	4/6/2020	Melanie Davis (C028200)	MDavis	028200	Angie Leatherwood	046363	843-407-8286	Palmer		CO-SGT

Completed!

- Complete this process throughout the duration of your shift to ensure all calls are taken and all employees have been followed up with.
- Any remaining questions, please contact your team leaders for additional assistance.
- If in need of additional assistance, please contact the Employee Assistance Call Team Trainers: AURRAH RODGERS (Rodgers.aurrah@doc.sc.gov) or ALEXANDRA ZIMMER (zimmer.Alexandra@doc.sc.gov)