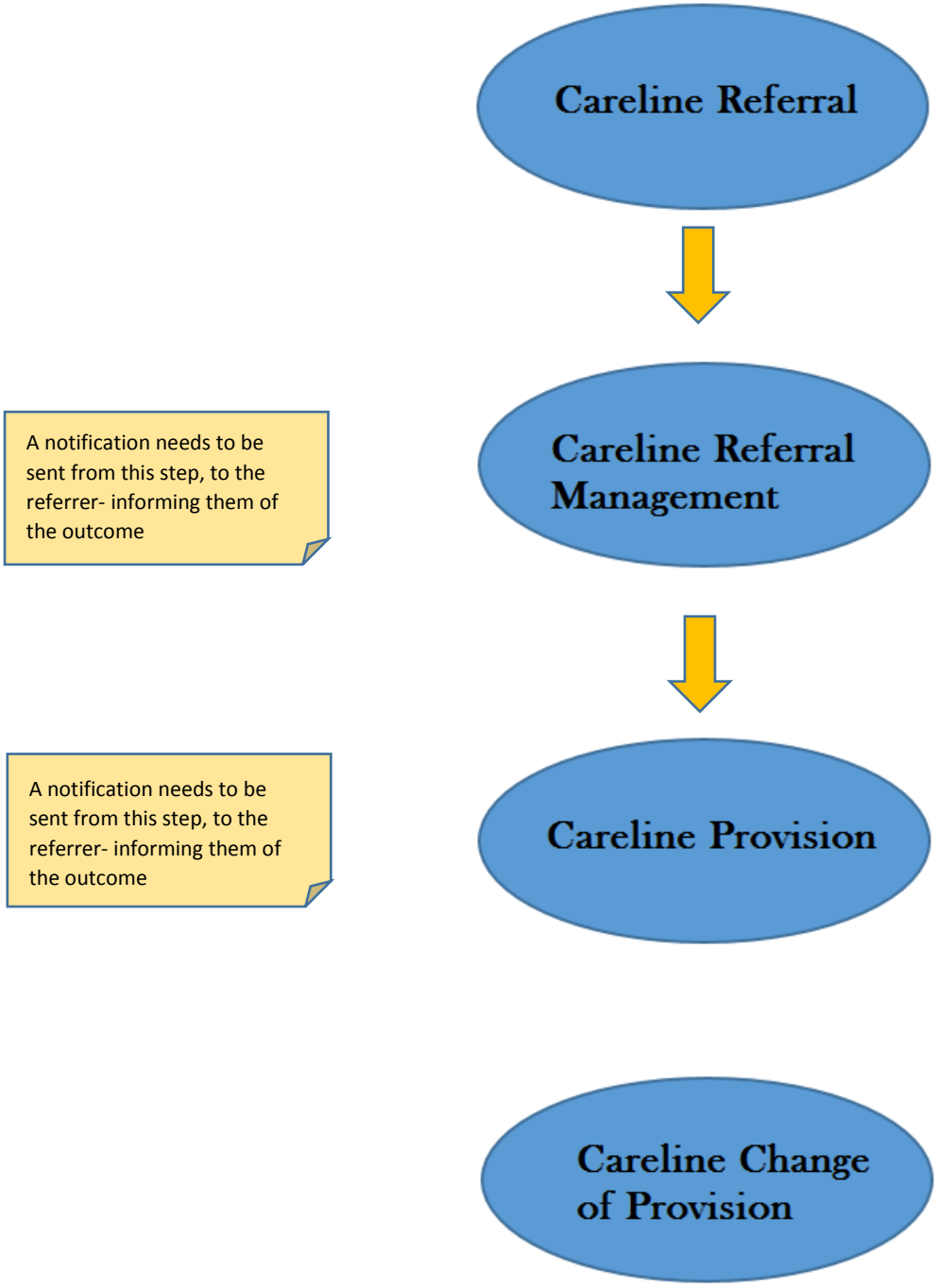
GUIDE

Careline workflow flowchart



WHO DOES WHAT

Social Care practitioners complete the Careline referral form in this step. They then generate the next step, and send this to Careline.

Careline Business Support Officers complete this step, and detail their attempts to schedule an appointment, and the appointment date if confirmed. They generate the next step, sending it to the Careline Installation Team.

Careline installation officers complete this step, by inputting any equipment prescribed in the Provisions table, and selecting an outcome.

This stand-alone step can be created from 'Start' and is to be completed by the Careline Response team, if there has been any change in equipment etc.