

Contact centre and patient journey

Call calibration for international patient enquiries

India and international patient trust

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Start with a decision the call must support

Before choosing a recording, I would name the operating decision we want to examine. Perhaps the coordinator must arrange an appropriate assessment without implying that treatment is already approved.

Score independently before discussing the call

I would have each reviewer assess the same sample before the meeting. They should record their judgement, the passage supporting it and any missing context. This gives the discussion something concrete to resolve.

Use the evidence, boundary, action checklist

My proposed checklist has three questions. Evidence: what exactly supports the judgement? Boundary: was the action within the person's agreed authority? Action: what should happen next, and who will do it?

Turn a disagreement into a usable example

Once the decision is clear, I would convert it into a short teaching example. Describe the situation, show the approved action and explain the reason. Keep the example narrow enough that a coordinator can recognise when it applies.

Check what changed after the meeting

I would track unresolved disagreements, repeated gaps in evidence and whether agreed coaching actions were completed. Those records should connect to the actual review question.

The full method

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