THE PROCESS OF A CALL

Cancer Helpline Clinical Nurse Specialist in the Cancer Information & Support Service

- Picks up the phone by the third ring
- Establishes rapport and a relationship with the caller by beginning with:
  "Good morning, Cancer Helpline this is (name) speaking how may I help you?"
- Explores and assesses the caller’s needs by listening and gathering information
  Gives the caller permission to express feelings and emotions
  Follows the caller’s agenda
  Asks caller questions to establish which resources and publications the caller may need
  Gives the medical disclaimer ‘only your own doctor can give specific individual medical advice’ and always refers back to the doctor
  Provides linkage and referral where appropriate to approved services

  Offers to send appropriate written information
  Asks if there is anything else he/she can answer while the caller is on the phone

  Summarises, invites the caller to call back if needed and closes the call with:
  "We have just talked about … I will mail out the resources we discussed (delete this if you are not sending literature). If you have any other questions or concerns, please don’t hesitate to call back. We are open Mon-Fri 9:00am – 5:00pm.

After the call
- Log on CRM
- Mail out information to the caller
- Any research to be done for the caller is addressed and the caller contacted with the information
- The Nurse must follow the call through to completion