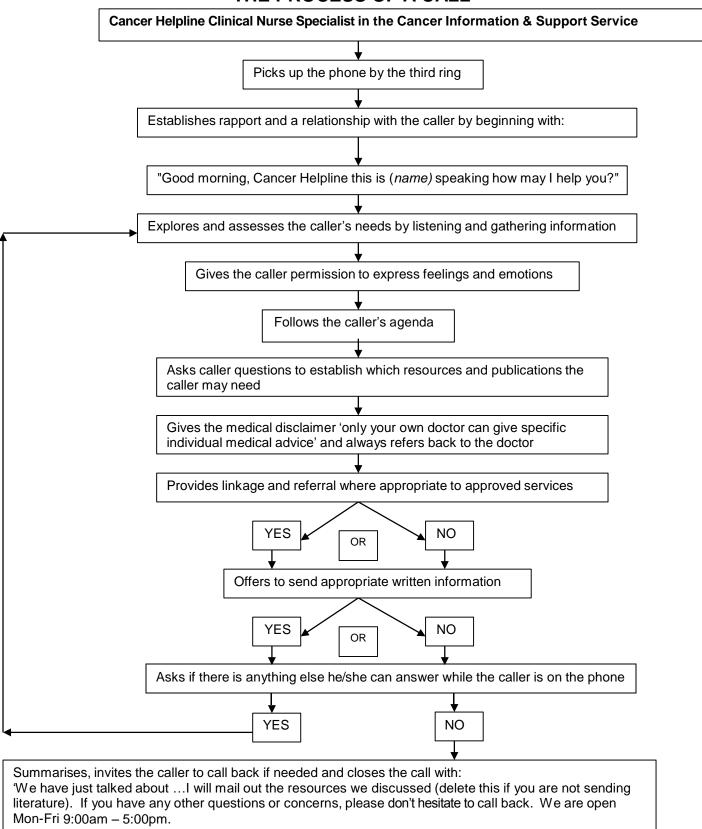
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THE PROCESS OF A CALL



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