Enhanced Action Patterns - Medical 2-Way

This Medical 2-way uses Prompts, SELECT and Case, IF/Else, Label and Jump To.

2WM - 2-way Medical

1.	LABEL: CALLBACK
2.	PROMPT : DO YOU NEED ASSISTANCE? -> @ASSIST (PICK LIST)
3.	▬ SELECT @ASSIST
4.	▬ CASE = YES
5.	LOG : CUSTOMER STATED THEY NEED ASSISTANCE.
6.	PROMPT : ARE YOU INJURED? -> @INJURED (PICK LIST)
7.	▬ IF @INJURED = YES
8.	LOG : CUSTOMER STATES THEY ARE INJURED.
9.	CONTACT MEDICAL RESPONSE
10.	LABEL: ZONE
11.	▬ SELECT EVENT ZONE
12.	▬ CASE = 1
13.	CONTACT CUSTOMER USING CALLLIST 101
14.	▬ CASE = 2
15.	CONTACT CUSTOMER USING CALLLIST 102
16.	▬ CASE = 3
17.	CONTACT CUSTOMER USING CALLLIST 103
18.	END SELECT
19.	▬ ELSE
20.	LOG : CUSTOMER IS NOT INJURED.
21.	LABEL: CALLSOMEONE
22.	PROMPT : WHO WOULD YOU LIKE US TO CALL? FAMILY OR THE SENIOR COMMUNITY? -> @WHOCALL (PICK LIST)
23.	▬ IF @WHOCALL = FAMILY
24.	JUMP TO: ZONE

Additional Notes:

- There are quick reference guides for all of these individual items in the BoldU Resource Center.

- Remember, when you open an IF you must end with an END IF.

- Remember, when you open an SELECT, you must end with an END SELECT.

- A LABEL sets a point where a JUMP TO can jump.

- It is always a good idea to creae a flow chart of your action pattern before sitting down to create your action pattern.

Enhanced Action Pattern - 2-way Medical

Second half

```
25. —        ELSE
26.              JUMP TO: COMMUNITY
27.          END IF
28.          LABEL: COMMUNITY
29.          CONTACT CUSTOMER
30. —    CASE = NO
31.          PROMPT: WOULD YOU LIKE US TO CALL ANYONE FOR YOU? -> @CALLANYONE (PICK LIST)
32. —      IF @CALLANYONE = YES
33.              LOG: CUSTOMER ASKED THAT WE CALL SOMEONE FOR THEM.
34.              JUMP TO: CALLSOMEONE
35. —        ELSE
36.              CLOSE ALARM WITH RESOLUTION NF
37.          END IF
38. —    CASE = UNKNOWN
39. —      SELECT EVENT ZONE
40. —        CASE = 1
41.              CONTACT CUSTOMER PERSON MRS. JONES
42.              JUMP TO: CALLBACK
43. —        CASE = 2
44.              CONTACT CUSTOMER PERSON MRS. KENSINGTON
45.              JUMP TO: CALLBACK
46. —        CASE = 3
47.              CONTACT CUSTOMER PERSON MR. SMITH
48.              JUMP TO: CALLBACK
49.          END SELECT
50.      END SELECT
51.      CLOSE ALARM WITH RESOLUTION _
```