

TRANSPORTATION REQUEST TIP SHEET



HOW STATCALL WORKS

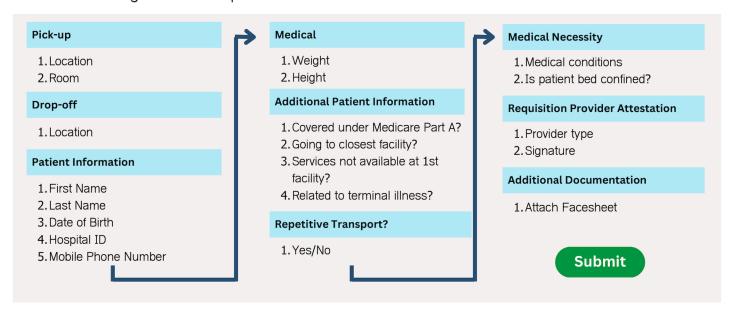
- 1. Hospital users log into StatCall and submit a trip request.
- 2. Trip request moves to the 'Review' bucket and waits there.
- 3. Gold Cross dispatcher reviews the call.
- 4. If changes are needed, the dispatcher will note requested changes in the 'Internal Notes' field.
- 5. If no changes are needed, the dispatcher will accept the trip and the trip will move through the status buckets in real time.

HOW TO REQUEST A TRIP

- 1. Navigate to https://statcall.goldcross.org/
- 2. Select the NON-EMERGENCY or EMERGENCY button.
- 3. Select appropriate Service Level.
- 4. Fill out the form with as much detail as possible.

REQUIRED FIELDS

The following fields are required for most service levels:



ATTACHMENTS

To facilitate Gold Cross handling the pre-authorization call to Veyo, please be sure to attach the patient's facesheet prior to submitting the trip request.

SUPPORT

Submit a support ticket to ilanguese@goldcross.org



- Streamlined scheduling
- Real-time visibility and awareness
- Less time on the phone

- Loved ones get text alerts
- 23.7% time savings in transport process
- Reduced wait times

