

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:

<p>Pick-up</p> <ol style="list-style-type: none"> 1. Location 2. Room 		<p>Medical</p> <ol style="list-style-type: none"> 1. Weight 2. Height 		<p>Medical Necessity</p> <ol style="list-style-type: none"> 1. Medical conditions 2. Is patient bed confined?
<p>Drop-off</p> <ol style="list-style-type: none"> 1. Location 		<p>Additional Patient Information</p> <ol style="list-style-type: none"> 1. Covered under Medicare Part A? 2. Going to closest facility? 3. Services not available at 1st facility? 4. Related to terminal illness? 		<p>Requisition Provider Attestation</p> <ol style="list-style-type: none"> 1. Provider type 2. Signature
<p>Patient Information</p> <ol style="list-style-type: none"> 1. First Name 2. Last Name 3. Date of Birth 4. Hospital ID 5. Mobile Phone Number 		<p>Repetitive Transport?</p> <ol style="list-style-type: none"> 1. Yes/No 		<p>Additional Documentation</p> <ol style="list-style-type: none"> 1. Attach Facesheet

Submit

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 jangnese@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

