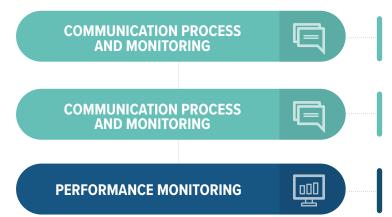


## Beyond the Basics Health Contact Center

We look at the following areas for both accreditations:



## For the Clinical Accreditation, we also look at the following:



How your organization analyzes the outcomes of the recommendations from your clinical triage interactions with consumers.

The process your organization has for communicating with clinicians for any recommended continuing care and treatment.

Who in your organization responds to clinical inquiries.