

Script & Forms

Release 03-06-2021

RELEASE NOTE

Auteur, service et coordonnées de contact	Date	Copie à	Commentaires
Script & Forms	02-06-2021	Click here to enter text.	Click here to enter text.

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1. Release

RELEASE NUMBER		
TYPE		URGENT
APPLICATION	Script & Forms	
VERSION		
DATE ACCEPTATION	02/06/2021	
DATE PRODUCTION	03/06/2021	

2. New features

2.1. New wrap-up codes for the resending of CTPC codes and Quarantine certificate

It is now possible to resend the CTPC/PCR codes and the quarantine certificate on request of the citizen via the scripts.

In order to resend CTPC/PCR codes

- Agent will select the wrap-up inbound/success/ "**Resend PCR code**" in script 2C, 2E,2D,2A
- By default, the telephone number initially entered in the script will be used.
- The citizen can enter a new phone number in a field that will be displayed below the wrap up codes
- SMS will be send on form submit

In order to resend Quarantine Certificate

- Agent will select the wrap-up inbound/success/ "**Resend Quarantine certificate**" in scripts 2C, 2E,2D,2A
- By default, the email address initially entered in S&F will be used.
- Citizen can update his/her email address in a new field displayed below the wrap up codes in script 2E, new wrap-up code will also be available for outbound calls, because for this script PCR Code and Quarantine are sent before 2E scheduled.

In order to resend CTPC/PCR codes and Quarantine Certificate

- Creation of a new wrap-up code inbound / success / "**Resend PCR and Quarantine Certificate**" in script 2C, 2E,2D,2A
- By default, the email address and phone number initially entered in S&F will be used.
- Citizen can update his/her phone number and email address in 2 new fields displayed below the wrap-up codes
- in script 2E, new wrap-up code will also be available for outbound calls, because for this script PCR Code and Quarantine are sent before 2E scheduled.

Oproep beëindigen	Oproep beëindigen	Oproep beëindigen
<input checked="" type="radio"/> Inbound <input type="radio"/> Field <input type="radio"/> Outbound <input type="radio"/> Local	<input checked="" type="radio"/> Inbound <input type="radio"/> Field <input type="radio"/> Outbound <input type="radio"/> Local	<input checked="" type="radio"/> Inbound <input type="radio"/> Field <input type="radio"/> Outbound <input type="radio"/> Local
<input type="checkbox"/> Als dubbel aanduiden	<input type="checkbox"/> Als dubbel aanduiden	<input type="checkbox"/> Als dubbel aanduiden
Resultaat * <input type="text" value="PCR code herverzenden"/>	Resultaat * <input type="text" value="Quarantaine attest herverzende"/>	Resultaat * <input type="text" value="PCR en quarantaine attest herv"/>
PCR code herverzenden naar ander telefoonnummer <input type="text" value="+32xxxxxxxx"/>	Quarantaine certificaat herverzenden naar ander e-mail adres <input type="text" value="example@domain.com"/>	PCR code herverzenden naar ander telefoonnummer <input type="text" value="+32xxxxxxxx"/>
Quarantaine certificaat herverzenden naar ander e-mail adres <input type="text" value="example@domain.com"/>	Commentaar op de oproep <input type="text"/>	Quarantaine certificaat herverzenden naar ander e-mail adres <input type="text" value="example@domain.com"/>
Commentaar op de oproep <input type="text"/>	Commentaar op de oproep <input type="text"/>	Commentaar op de oproep <input type="text"/>
Formulier indienen	Formulier indienen	Formulier indienen

2.2. Various script updates

2.3. Script 1B – New index patient data

Index patient's Region and Zip Code is now displayed in "Patient index information" area.

2.4. Script 3B – Traveller label

The label "traveller : yes / no" is now displayed at the top of script 3B to indicate that the citizen comes from the "Passenger Locator Form" flow

2.5. Script 2B, 3B, 1B – New symptoms

Addition of 3 new minor symptoms to align all scripts with the 27 may release (nausea, vomiting, tiredness)

2.6. Script 1A – Label « treated directly »

In the summary of the added contact, next to the first name, name of the contact and the place of meeting with the index patient, a new column with the mention "treated directly: yes no" for House members treated directly in the call has been added

2.7. Script 2A, 2C and 2A House Members – Removal of Q5

~~Q5 "Zorgt u binnen het kader van uw job voor ouderen, mensen die lijden aan een chronische ziekte zoals diabetes of hart- of longziekte, of mensen met een verminderde immuniteit of een actieve kanker? Dit kan zijn in een ziekenhuis, rusthuis, instelling voor personen met een handicap, thuisverpleging, thuiszorg, enz."~~

- ~~Ja
 Nee~~

The question about the citizen's work with people at risk has been removed from the scripts as it's no longer a trigger for the rules to be followed since January 2021.