Log a Hotline Call

The ACTS Hotline function is an option you can use to log incoming calls and generate an intake when necessary. You can log and document all calls, including those that are not categorized as complaints or incidents. This procedure can be found in the ACTS Procedures Guide – Log a Hotline Call.

Create a Hotline Call Record

A complaint call comes into the hotline today. You log the call against <A> Hotline hospital.

To Create a Hotline Call Record:

1 Sign in to ACTS

- Open **ACTS**
- Select **HOSP OPEN** as your facilities Selection Set.
- In Tree view, right-click the **Hotline** node and select **New Call**.

2 Call Information

ACTS populates the name of the current user as the Hotline Staff member who logged the call automatically.

- From the call **Category** drop-down list, select **01 Complaint**.

Note: Hotline categories can be customized by each state. This allows you to capture, group, and manage several types of calls, including those that do not result in an intake being generated, more effectively.

- For Caller, type your name.

3 Call received

- If necessary, change the Received Date and Time supplied by ACTS. For this scenario, we will leave it with the current date.

Right now we are just logging the call. We will create an intake for this call later in the scenario.

To create an intake at the time of the call, you would click Generate Intake. Clicking Generate Intake opens the Find window where you can search for and select a facility.

4 Add facility

- To add a facility to the call record without generating an intake, in the Facility information section click **Select Facility**.
- In the Find window, search for the **<A> - Hotline**, where A is your training letter.
- In the Search Results pane, highlight your facility and click **Select**.

Only facilities that match your active My Selections settings are displayed. When you select a facility and return to the New Call window, the Facility Information section is filled in by ACTS.

Click Remove Facility to delete the facility from the call record.

5 Enter Hotline call details

- Use the Notes text box to record relevant details of the call.
- Click **OK**.

The call information now appears in the Hotline Category tree view, and the caller appears in the Complaints list.

Generate an Intake from a Hotline Call Record

When appropriate, you can generate an intake from a Hotline call record. The notes you make in the Hotline record are automatically transferred to the intake. When you expand a Hotline call in the tree view, associated intakes are listed.

Now we will create the intake from the call we logged earlier for <A> Hotline hospital.

To create an intake from a hotline call record:

1 Select Hotline Call

Locate and right-click the call record you created earlier without an associated Intake. The calls are logged by call category and caller name.

- Expand the **Hotline** node and expand the **Complaint** node.
- Locate your name.
- Right-click and select **Modify Call**.

2 Generate Intake

- In the Modify Call window, click **Generate Intake.**
- Click **Yes** to the confirmation message.

For calls with an intake already associated, the Generate Intake button is unavailable.

3 Create Intake

When you click Generate Intake, the Intake window opens.

Enter the following:

- Intake Type: **01 Complaint**
- Intake Subtype: **A Federal COPs, CFCs,…**
- Received by: **6 Hotline**
- On the Complainants tab, enter your last and first names in the **Last Name** and **First Name** fields.
- Click **Find/Add**.

You should already be listed as a complainant.

- Click the **Select** button.

Your name is added to the complainant grid.

- In the Source section, select **06 – Family**
- For Priority, select **D – Non-IJ Low**
- For Investigate within, enter **10** days.
- Click on **Calculate**, and select **Working Days**.

- This inserts the **Investigation Due By** date.
- Click **OK** to close the intake, then **OK** again to Save and Exit.

When you close the intake, the Facility Information section is completed for the selected facility and the **Select** and **Remove** buttons are disabled.

- Click **OK** to close the call record.

Configure Hotline Call Categories (Instructor Demo)

Instructor Demo (Configure Categories)

- In the System file menu, select **Lookup Tables**, then **Standard Lookups**. When you click **No** for the Are you a CMS Central Office User? question, the database Lookup Values Dictionary window opens.
- Scroll down to Hotline and click **+** to expand the value, then **+** to expand the **Categ – Hotline Category** list. Here you can see the current categories for Hotline calls.
- Right-click **Categ – Hotline Category** and select **New Value**.
- In the Input Lookup Values window, type an **ASPEN Code** (Usually the next sequential number in the category list), and type the name of the new category in both **Label** fields.
- Click **Assign** to designate which facility types you want the new category to be available for.
- Click **Save & Exit**, then **Close** the Lookup Values dictionary window to return to ACTS. After you refresh ACTS (Hit **F5** key), the new category is available in the Hotline tree view.