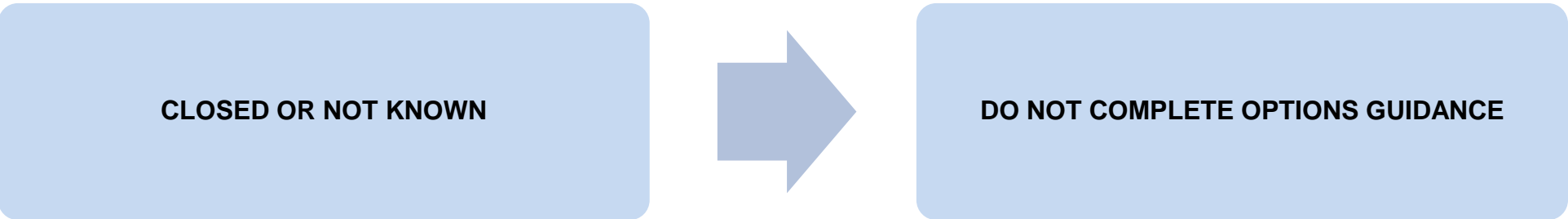


ERC OPTIONS GUIDANCE PROCESS

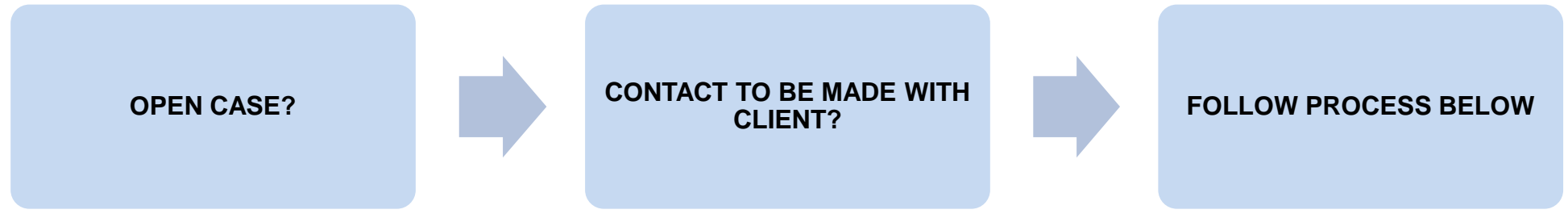
REFERRAL REQUIRED – ALL CALLS



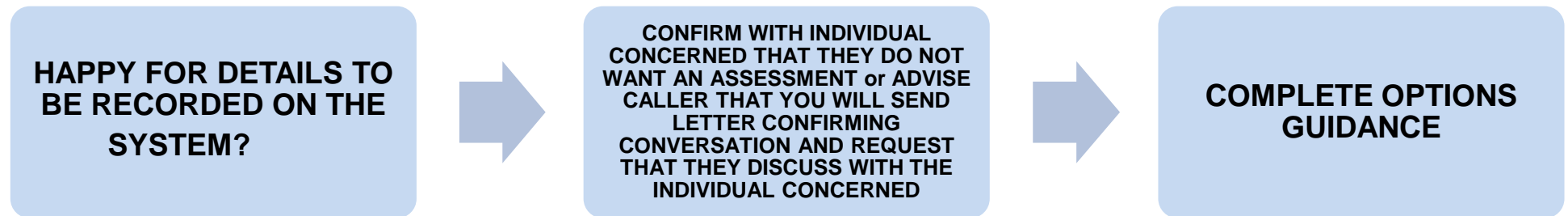
OTHER PROFESSIONAL / DEPARTMENT RINGING FOR GENERAL ADVICE



OTHER PROFESSIONAL / DEPARTMENT RINGING FOR GENERAL ADVICE



CALLER RINGING ON BEHALF OF SOMEONE ELSE - NAME PROVIDED



CALLER RINGING ON BEHALF OF SOMEONE ELSE – NAME PROVIDED

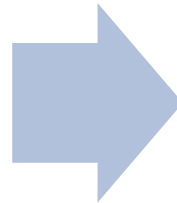
**DOES NOT WANT DETAILS RECORDED
ON SYSTEM?**



DO NOT COMPLETE OPTIONS GUIDANCE

INDIVIDUAL/ CARER RINGING ON OWN BEHALF

HAPPY FOR DETAILS TO BE RECORDED



COMPLETE OPTIONS GUIDANCE

INDIVIDUAL/ CARER RINGING ON OWN BEHALF

**DOES NOT WANT DETAILS
RECORDED**



DO NOT COMPLETE OPTIONS GUIDANCE

ALL CASES

NO NAME GIVEN



**DO NOT COMPLETE OPTIONS
GUIDANCE**

