Call Clarification (L2)

```
Follow up email          Contact service          Receive
to paramedic             operator                 response w/ 1      ──No──┐
                                                  wk?                      │
                                                       │                   │
                                                      Yes                  │
                                                       │                   │
         No                                            │                   │
          │                                            │                   │
Email paramedic      Receive                           │                   │
clarification        response w/ 2                      │                   │
questions            wks?                               │                   │
                          │                             │                   │
                         Yes                            │                   │
                          │                             │                   │
                     Review ◄──────────────────────────┘                   │
                     response                                              │
                          │                                                │
                     Potential                                             │
                     patient care                                          │
                     concern, omission or                                  │
                     commission                                            │
          No              │                                                │
          │              Yes       Determined by Peer    Determined by     │
          │               │        Paramedic Practice    Quality Specialist│
          │               │        Auditor                                 │
          │          Documentation       Reasonable      Investigation     │
          │          concern?        ─No─ PCC?       ─No─ required?    ─No─►Proceed to call
          │               │                │                │              review
          │              Yes              Yes              Yes
          │               │                │                │
          │          Document and          │          Proceed to call
          │          provide feedback /    │          investigation
          │          remediation to ◄──────┘
          │          Paramedic, send
          │          summary to service
          │               │
          └─────────►Close call audit
                          │
                     Electronically
                     file audit
                          │
                          ▼
```

Determined by Peer Paramedic Practice Auditor

Determined by Quality Specialist