

Set the call status

Purpose: Show progress and keep the queue clean.

Steps

1. Open the call.
2. Use the Status dropdown and choose one of these options:
 - Open
 - In-progress
 - Resolve
 - Resolved No Response
 - Delete
3. Click Mark as Resolved when the task is complete.
4. Use I am Working on it to broadcast that you have taken ownership.

Tips and good practice

- Use Resolved No Response when you tried to reach the patient but did not connect.

Revision #1

Created 18 September 2025 15:59:14 by Admin

Updated 18 September 2025 15:59:28 by Admin