
mySchedule User Guide - Quick Dial EARL Script

Introduction

This document includes the full script for the Quick Dial EARL system. Employees calling EARL will only encounter a portion of these questions in each call. The script is colour-coded in places for clarity:

- Green text in <angular brackets> indicates information that may change based on the date or specific employee
 - Orange text in <angular brackets> indicates routing instructions
 - Blue text in (parentheses) indicates notes about the script – this information is not part of the script
 - Red text indicates employee actions
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Quick Dial Introduction

- A. Hello, you have reached the Northern Health Quick Dial system. Please enter your employee number followed by the pound key to continue.
1. Employee enters ID <Route to B>
- B. You entered <Entry from A>
1. If this is correct, press 1. <Route to C>
 2. To re-enter your employee ID, press 2. <Route to A>
 3. If you have not been assigned an employee number, or if you are unable to enter your number, please contact your manager or supervisor directly. Press 3 to disconnect. <Disconnect>
 4. To repeat these choices, press 9 <Route to B>
- C. If your name is <First Name, Last Name>
1. Press 1. <Route to E>
 2. To enter a different employee ID, press 2. <Route to A>

If you have entered an employee number that doesn't exist, <Route to D>

- D. We do not appear to have this employee number on file. <Route to A>
- E. Please select an option from the following menu.
1. For the Employee Absence Reporting Line, press 1. <Route to F>
 2. To repeat these choices, press *.

Intro to the EARL System

- F. You have reached the Northern Health Employee Absence Reporting Line. Please listen carefully, as menu options have changed. At the end of the call, you will be transferred to your manager or unit phone. Please stay on the line until the call transfer occurs. If you hang up before your call is transferred, your information

may not be recorded, and you may be marked as no show. If you are cancelling a partial shift, or a shift that has already started, please contact your manager directly. <Route to F(1)>

Reason/Start Date Selection

NEW MESSAGING HERE:

- F(1). Press 1 if you wish to indicate you are calling in due to illness related to COVID-19 symptoms <Route to G>
Press 2 if you wish to indicate you are calling in due to self-isolation <Route to L>
Press 3 if you are calling due to other illnesses or absences <Route to G>

- G. Press 1 if you are calling in sick for a shift today or tomorrow. <Route to H>
1. Press 2 if you are calling for multiple sick days or if you are calling for other absence reasons. <Route to I>
- H. If you are calling regarding shifts
1. Today, <Today's Date>, press 1. <Route to U>
2. Tomorrow, <Tomorrow's Date>, press 2. <Route to U>
3. To return to the previous menu, press 3. <Route to G>
- I. Please indicate the reason for your absence from work.
1. For personal illness within the next 5 days, press 1. <Route to L>
2. For injury at work, press 2. <Route to J>
3. For other unplanned absences, press 3. <Route to K>
4. To repeat this message, press 9. <Route to I>
- J. If you have not reported the injury at work to the Workplace Health Call Centre, please contact them at 1-866-922-9464 after you have completed entering your absence information.
1. To repeat this message, press 1. <Route to J>
2. To continue, press 2. <Route to L>
- K. You have selected other unplanned absence. This will be marked as an unpaid leave until a special leave request has been completed.
To repeat this message, press 1. <Route to K>
To continue, press 2. <Route to L>
- L. Please confirm the first date of your absence
1. If your absence starts today, <Today's Date>, press 1. <Route to M>
2. If your absence starts tomorrow, <Tomorrow's Date>, press 2. <Route to M>
3. If your absence starts <Today +2>, press 3. <Route to M>
4. If your absence starts <Today +3>, press 4. <Route to M>
5. If your absence starts <Today +4>, press 5. <Route to M>
6. To repeat these choices, press 9. <Route to L>
- M. Please enter the number of days you expect to be absent.
1. For one, press 1. <Route to N>
2. For two, press 2. <Route to N>
3. For three, press 3. <Route to N>

4. For four, **press 4.** <Route to N>
5. For five, **press 5.** <Route to N>
6. For additional days or return to work sooner than you had expected, please contact your manager directly. To repeat these choices, **press 9.** <Route to M>

ESP Type – Schedule Review

- N. (This question will list shifts based on your schedule in ESP)
1. If the first shift you are reporting absent from is at <Unit> in the position of <Occupation> starting at <Shift Start Time> on <Shift Date>, **press 1.** <Route to O or U depending on shifts>
 2. If the first shift you are reporting absent from is at <Unit> in the position of <Occupation> starting at <Shift Start Time> on <Shift Date>, **press 2.** <Route to O or U depending on shifts>
 3. If the first shift you are reporting absent from is at <Unit> in the position of <Occupation> starting at <Shift Start Time> on <Shift Date>, **press 3.** <Route to O or U depending on shifts>
 4. If the first shift of your absence is not present in this list, **press 4.** <Route to Q>
 5. To repeat this list, **press 9.** <Route to N>
- O. If you are reporting absent for all of the shifts for the day, <Date with Multiple Shifts>,
1. **Press 1.** <Route to P>
 2. If not, **press 2.** <Route to P>
- P. On <Date with Multiple Shifts> which shifts are you reporting absent for?
1. For <Shift Date> at <Shift Start Time> at <Unit>, **press 1.** <Route to U>
 2. For <Shift Date> at <Shift Start Time> at <Unit>, **press 2.** <Route to U>
 3. For <Shift Date> at <Shift Start Time> at <Unit>, **press 3.** <Route to U>
 4. For another shift not mentioned in this list, **press 4.** <Route to Q>
 5. If you have finished selecting shifts, **press 5.** <Route to U>
 6. To repeat these options, **press 9.** <Route to P>

No Schedule/Schedule Error Type

- Q. (This question will list your position information from ESP/Procura)
1. If you are scheduled to work at <Unit>, in the position of <Occupation> **press 1.** <Route to R>
 2. (Repeat format for Q1 for Q2-Q7 as necessary), **press 2-7.** <Route to R>
 3. If this list does not include your shift information, **press 8.** <Routing R>
 4. To repeat this list, **press 9.** <Route to Q>
- R. Are you cancelling shifts in any additional units or departments?
1. If yes, **press 1.** <Route to Q>
 2. If no, **press 2.** <Route to S>
- S. Please enter the time at which the first shift of your absence starts, in 24 hour format. For example, for 2:00 pm, enter 1400
1. **Employee enters start time** <Route to T>
- T. You entered <Employee entry in S>. Is this correct?
1. If yes, **press 1.** <Route to U>
 2. If no, **press 2.** <Route to S>

Review and Confirmation

- U. If you would like...
1. To review this information before we record it, **press 1.** <Route to V>
 2. Otherwise, **press 2.** <Route to W>
 3. To repeat these choices, **press 9.** <Route to U>
- V. You have entered absence information in <Units>, starting <Start Date> and ending <End Date>, with the absence reason <Reason>
1. If this is correct, **press 1.** <Route to W>
 2. To re-enter your absence information, **press 2.** <Route to G>

Message Recording/Conclusion

- W. You will now be read a confirmation number. Please do not hang up before your call is transferred to your manager or unit, or your absence may not be recorded, and you may be marked as no show.

Your confirmation number is <Confirmation Number>

1. To repeat your confirmation number, **press 1.** <Route to W>
 2. Otherwise, **press 2.** <Route to X if all schedule information is complete, otherwise Route Y>
- X. You now have the option to record a brief message for your manager if you wish to explain what shifts you are cancelling. Please do not include any private or symptom information, as this message may be reviewed by Staffing Services. After recording a message, please stay on the line until you are transferred to your manager or unit. <Route to Z>
- Y. You indicated that some of the information regarding your absence was unavailable; please record a brief message explaining the shifts you are cancelling. Please do not include any private or symptom information, as your message may be reviewed by Staffing Services. After recording a message, please stay on the line until you are transferred to your manager or unit. <Route to AA>
- Z. To record your message,
1. **Press 1.** <Route to AA>
 2. Otherwise, **press 2.** <Route to CC>
- AA. Begin recording after the beep, and press pound to stop recording.
1. To begin, **press 1.** <Begin recording> <Route to BB when employee presses pound>
- BB. <Employee presses pound key> Your message has been recorded.
1. To be transferred to your manager or unit, **press 1.** <Route to CC>
 2. To discard your message and record a new one after the beep, **press 2.** <Route to AA>
- CC. You will now be transferred to your manager or unit. Please do not include any private or symptom information if you leave a phone message.
- DD. We don't appear to have your unit number on file.
1. If you would like to return to the Quick Dial main menu, **press 1** <Route to C>
 2. Otherwise, please **hang up.** <END>