

Role of an Authorized Operations Contact



Overview

An **Authorized Operations Contact** (AOC) is a person designated within an organization to act on their behalf in the event there is a medical or security emergency involving an individual the organization has deemed an eligible participant. AOC's are the primary points of contact for the On Call Global Response Center.

An **Authorized Operations Contact** is contacted when authorization to make a financial expenditure on the organization's behalf is requested. A cost estimate will be provided and it is at the AOCs discretion whether they verbally authorize On Call International to perform a billable service.

An **Authorized Operations Contact** may be contacted 24 hours a day. On Call International requests a minimum of two (2) Authorized Operations Contacts listed in priority order. When a case requires positive phone contact with an Authorized Operations Contact, On Call International will move down the list until positive contact is made.

An **Information Only Authorized Operations Contact** is designated by the organization as someone who has a "need to know" about medical or security emergencies, but will not receive phone notifications, does not have financial authority and will not be asked to confirm eligibility. An Info Only AOC will be included on all email notifications and updates throughout a case.

An **Authorized Operations Contact** is allowed to designate single case contacts that should be included on a particular case due to the nature of the emergency. Likewise, if contacts should be restricted so all the usual AOCs or Info Only AOCs are not copied, this request can be made during the case as well.

What to Expect

Notifications may be done via phone or email dependent upon the nature of the case. It is important to note that On Call adheres to HIPAA privacy rules and requires consent be obtained from the Participant prior to releasing personally identifying details to an Authorized Operations Contact. The only exception is if the Participant is deemed incapacitated by the On Call medical team or in the event that the Participants death has been confirmed. On occasion, an Authorized Operations Contact may receive a notification with details labeled as "Suppressed". The purpose of this notification is to make the client aware that On Call has an active case while On Call is attempting to obtain consent or confirm the status of the participant.

Throughout the course of the case, On Call will provide routine updates in accordance with the Operations Protocols agreed upon with the client. These updates will keep the Authorized Operations Contact fully informed of the status and progress of events. The Authorized Operations Contact also has authority to contact the Global Response Center and request information or updates at will.

An Authorized Operations Contact may be contacted by On Call International for preference on how the organization would like a particular case handled if it falls outside of the scope of services or what is described on the Operations Protocols. On Call International may provide details of the situation and outline questions with which we need assistance.

Authorized Operations Contact(s) can also initiate Assistance Services by calling On Call International. On a best effort basis, they should provide as much of the following information as possible:

- The name of the Member requiring assistance.
- Location of the Member.
- Contact numbers for the Member, traveling companion, family member or friend.
- Details about the current situation.
- The Member's nationality or home country.

For a Medical Case:

- Name and contact numbers for the treating physician.
- Name and contact numbers for the local hospital.

Suggested considerations when designating an Authorized Operations Contact

Choosing the right individuals within an organization is important. Upon designating the Authorized Operations Contacts, training on specific case types will be provided. Ask the following questions when considering who is most appropriate:

- Can they be reached 24 hours a day?
- Do they have access to information needed to verify eligibility of a participant requiring assistance?
- Should different AOC's be designated for Medical Cases versus Security Cases? Students vs Staff?
- Do they have authority to approve financial expenditures on the organizations behalf? Keep in mind that this is authority just between On Call and the organization. The AOC may have an internal financial approval process that is followed prior to the AOC verbally authorizing On Call.