

New York Office for People with Developmental Disabilities/Taconic DDSOO

Cheat Sheet

*Inbound Number/Call Back Number

845-208-0591

*Greeting

- “Taconic DDSOO Answering Service, Do you need to speak with the staffing unit, AOC or Triage Nurse?”

*Daily On Call Staff

1. Staffing Unit – staffing related calls
2. Nurse Triage
3. AOC – Administrator On Call – all family care provider calls

*Where do I find who is on call?

- HelpJuice

*Fill out Internal Form for Each Call

<http://www.123formbuilder.com/form-5267590/new-york-opwdd>

1. Date
2. Time (est)
3. Caller’s Name
4. Who the Call is For (Staffing, Nurse Triage, or AOC)
5. Region Number
6. House Name
7. Phone Number

8. If calling for Nurse Triage, get the Individual's Name they are calling about
9. If calling for Nurse Triage, get the Individual's Location they are calling about
10. If calling for Nurse Triage, get the medical reason for the call.
11. If calling for staffing or the AOC, get the reason for the call and put in "Message Taken" spot on form
12. If for AOC or Nurse Triage, notate what time the call was transferred and to whom it was transferred.
13. If for Nurse Triage, please notate whether you spoke to the nurse prior to transferring the call.
14. Agent Name

***If Call is for Staffing Unit**

- Fill out Internal Form (do NOT ask for Individual's Name/Location on form)
- Text On Call Staff Member using Heymarket
- If the staffing unit does not respond back within 15 minutes with a confirmation text, please call Pauline Gilleo: 845-891-3065 or 845-392-3150

***If Call is for Triage Nurse**

- Fill out Internal Form (all fields)
- Try to connect the caller to the appropriate on-call staff member by way of a warm transfer

- If the transfer is unsuccessful, go back to the patient and state, “The Nurse Triage is on another call at the moment and will get back with you shortly.”
- Wait 10 minutes and if no response, make a follow-up phone call to the Nurse Triage. Leave an additional message if necessary. The Nurse Triage will call back.
- If still no response, you will contact the AOC.

***If Call is for the AOC**

- Fill out Internal Form (all fields-if it doesn't involve an individual, you can leave Individual Name & Individual Location blank)
- Try to connect the caller to the appropriate on-call staff member by way of a warm transfer
- If the transfer is unsuccessful, go back to the patient and state, “The AOC is on another call at the moment and will get back with you shortly.”
- Wait 10 minutes and if no response, make a follow-up phone call to the AOC. Leave an additional message if necessary. The AOC will call back.
- If still no response, you will contact Shaune Snyder 845-705-7349.

All calls must be answered promptly, be sure to get as much information as possible and verify, verify, verify.

***HOUSE NAMES/REGIONS**

REGION 1 HOUSES	REGION 2 HOUSES	REGION 2 HOUSES2
Andrew St. IRA	130A IRA	Millbrook Day Program
Ashokan IRA	Amenia Program Center	Mistler FSR
County Rte. 19 IRA	Amenia Program Center Day Hab	Nine Partners IRA
Cove Road IRA	Community Hab R	Noxon Road Day Program
Elizabeth Drive IRA	Beekman IRA	Noxon Road Community Pre-Voc
Elwyn Lane IRA	Belden IRA	Old Farms IRA
Fish & Game IRA	Belpark IRA	Old Route 9 IRA
Gabriety IRA	Bykenhulle IRA	Orchard ICF
Granite IRA	Camby Road IRA	Pawling Day Program
Highland IRA	Clinton Hollow IRA	Pryor FSR
Livingston Ct. IRA	Clove Valley IRA	Quarry Hill IRA
Malden IRA	Deer Hill IRA	Queen Anne IRA
Malmstrom IRA	Depot Hill IRA	River Road IRA
Maple Lane IRA	Diddell Road IRA	Riverview IRA
Marakill IRA	Dover IRA	Route 55 IRA
Marbletown IRA	East Duncan Hill IRA	Route 82 IRA
Milton Day Program	Evergreen IRA	Rudd Pond IRA
Neighborhood Road IRA	Fowler IRA	Sleight Plass IRA
N. Ohioville IRA	Gardner Hollow IRA	South Avenue IRA
Olivett IRA	Heaney IRA	South Quaker IRA
Northern Dutchess Red Hook Neighborhood CTR	Heritage ICF	Spruce IRA
Rt. 23B IRA	Hillis Terrace IRA	Stagecoach IRA

Rt. 32A IRA	Ludlow Woods IRA	Stepping Stone IRA
Schultz Hill IRA	Mallory IRA	Verbank IRA
South Chodikee	Maple ICF	Wayne Drive IRA
Ulster Day Program	Marlin IRA	
Valatie North IRA	Mayflower IRA	
Valatie South IRA	McCarthy IRA	
Vincent IRA	Meadow Lane IRA	
Wiltwyck IRA	Mechanic IRA	
Witchtree IRA	Mesier IRA	
Woodland IRA	Millbrook IRA	