

Call center information	
Assistance availability of cell phones	
Availability of a separate line for doctors to call back from clinics	
Availability of a separate line for emergencies	
The ability to call directly on the cell phone, bypassing the IVR (yes / no)	
The ability to record a conversation	
Availability of callback function, callback time	
The number of personnel employed to simultaneously receive incoming calls, Kiev	during business hours
	in evening time
	at night, weekends, holidays
The load on the call center dispatchers insured/dispatchers	
Average waiting time on the line at peak times (during epidemics and peak loads of assistance) for the last 3 months, seconds	
Average waiting time on the line: working time / evening / night	
The nature of the work of assistance (a system of trusted doctors/call center)	
The possibility to assign a trusted doctor to a customer	
The possibility to add additional (not present at the workplace) doctors during peak time	
Qualifications of assistance-employee at the reception of incoming calls (intern without medical education, employee with secondary medical education, physician, dispatcher of call center)	
Insured call back upon visiting the doctor or hospital treatment	
Контроль состояния (самочувствия) Застрахованных до полного выздоровления, повторный звонок через N дней?	
Alternative ways of communication, except for the phone (e-mail, sms, skype, voice mail)	
The presence of the department of medical experts to respond to complaints, written questions of insured	
Does insurance company monitor the quality of service of physicians in health facilities?	

How is data on the above question collected?

Is this information being used for the future appointments of the insured to hospitals?

Coordination of uninsured relatives

Regional service

How is service maintained for insured persons in the regions (call to assistance front office/ call to regional call center / call to regional coordinator / treatment in hospitals without a call)

Availability of regional call centers / coordinators. Specify the number of physicians and the number of insured in the region.

In which regions is the ability of connection with physician-coordinator, if service is now built through Kyiv?