

# HOW WE WORK

## 6 Easy Steps

1

### Order Booking

Book all your requirements, through our easy to use, specially designed portal.

2

### Specialist Planning Team & Call Confirmation service

Our planning team will review and accept your orders. At this point any issues can be addressed without affecting the service.

If the job requires call confirmation to the hospital, the team will complete this.

3

### Routing

Our routers will now plan the job with the correct requirements. For example, any time restraints. We do this manually to make sure everything runs smoothly

4

### On Route

Our drivers have years of experience working within the medical transport field. At First Response we aim to use the same drivers on the same routes. This helps build positive relationships, Offering a better service.

5

### Reporting

We have dedicated team members who monitors our drivers throughout the day, ensuring everything is going to plan. Any issues raised will be dealt with swiftly

6

### Collection Information

All items collected on our routes show on your portal, therefore you know what kit you will be receiving back the following working day.