

### PROCESS FLOW

1

#### Member Calls / Whatsapp Helpline

Identify themselves with their member ID .

2

#### Screening

LifeWorks program officer answers the call / whatsapp for screening and initial assessment

3

#### Suggestions

LifeWorks program officer provide suggestions or arrange a call back from psychologist.

4

#### Summary to psychologist

LifeWorks program officer provide case summary to psychologist along with preferences mentioned by the caller

5

#### Call from psychologist

Psychologist calls the member to provide suggestions based on the case.

6

#### Recommendation

Members follows the recommendations and can call back to discuss further about the progress.