

**Care Opinion Response Process Flowchart**

This document has been produced as a guide and should be tailored according to your internal approval processes.

Ensure all responses are marked with the ‘preparing to make a change’ or ‘made a change’ flag where appropriate.

**Story Criticality 4-5**

Respond within 5 business days of receipt of story

**Responder**

Send the draft response to the first authority for approval.

**Responder**

When approved, email response **moderator@careopinion.ca** to publish on the Care Opinion platform with the story.

**Approval**

Review/amend and send to approving authority (e.g. CEO or CO Administrator) for final approval.

Repeat as required.

**Responder**

Draft response and submit to the Care Opinion platform.

**Story Criticality 0** Respond within 48 hours

**Approver**

Review, make changes as necessary and then approve.

**Responder**

Draft response and send to appropriate authority for approval

**Story Criticality 1-3** Respond within 48 hours

**Responder or Approver**

Submit approved response to Care Opinion platform.