**MEFLOQUINE SINGLE POINT OF CONTACT (mSPOC)**

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| In order to help you today I need to know whether you are:? |

Welcome to the Mefloquine SPOC. Can I please ask a few questions in order to direct your call?

Are you calling on your own behalf or on behalf of someone else?

Thank them for calling

Log DTG, route of call enquiry and disposal.

**If the person is in distress or in crisis they must be directed to emergency services/999 immediately**

Veteran

Legal Information:

Signpost to Veterans UK

General Information:

Signpost to Gov.uk website

NHS Choices

Media LTT on why this has been an issue with the HCDC

<http://www.parliament.uk/business/committees/committees-a-z/commons-select/defence-committee/news-parliament-2015/lariam-report-published-16-17/>

Legal/complaint:

Signpost to complaints process

General Information:

Signpost to Gov.uk website

Health:

Are you registered with a GP?

If no, encourage registration with GP.

If refusing to seek GP advice direct them to Veterans & Reserves MH programme

If yes, direct to GP for a health based discussion

Health:

Direct to RMO/CMP for health based discussion

Ascertain whether the enquiry is related to:

Health concern

General Information on mefloquine

Legal/Complaints/compensation

Ascertain whether the enquiry is related to:

Health concern

General Information on mefloquine

Legal/Complaints/compensation

Still serving