Pilot operating procedure (claimed)

Owner: Chris Okada, Member Operations **Document date:** 2027-06-10 **Applies to:** Member Assist pilot pod

1. Open the ticket in Pallet Desk.
2. Wait for AI outputs: summary, classification, priority, draft.
3. **Review all AI outputs** before acting.
4. If the classification is care-navigation, clinical symptom, legal, or complaint-to-regulator, move to the human-only queue and do not use the draft.
5. Edit the draft as needed. Send only after you would sign your name to it.
6. Do not paste attachment contents into the prompt field.
7. Do not use Member Assist for diagnosis, treatment, or eligibility.

The SOP does not define how long review should take, how to override a classification, or how to record an override. It does not describe queue sort order.