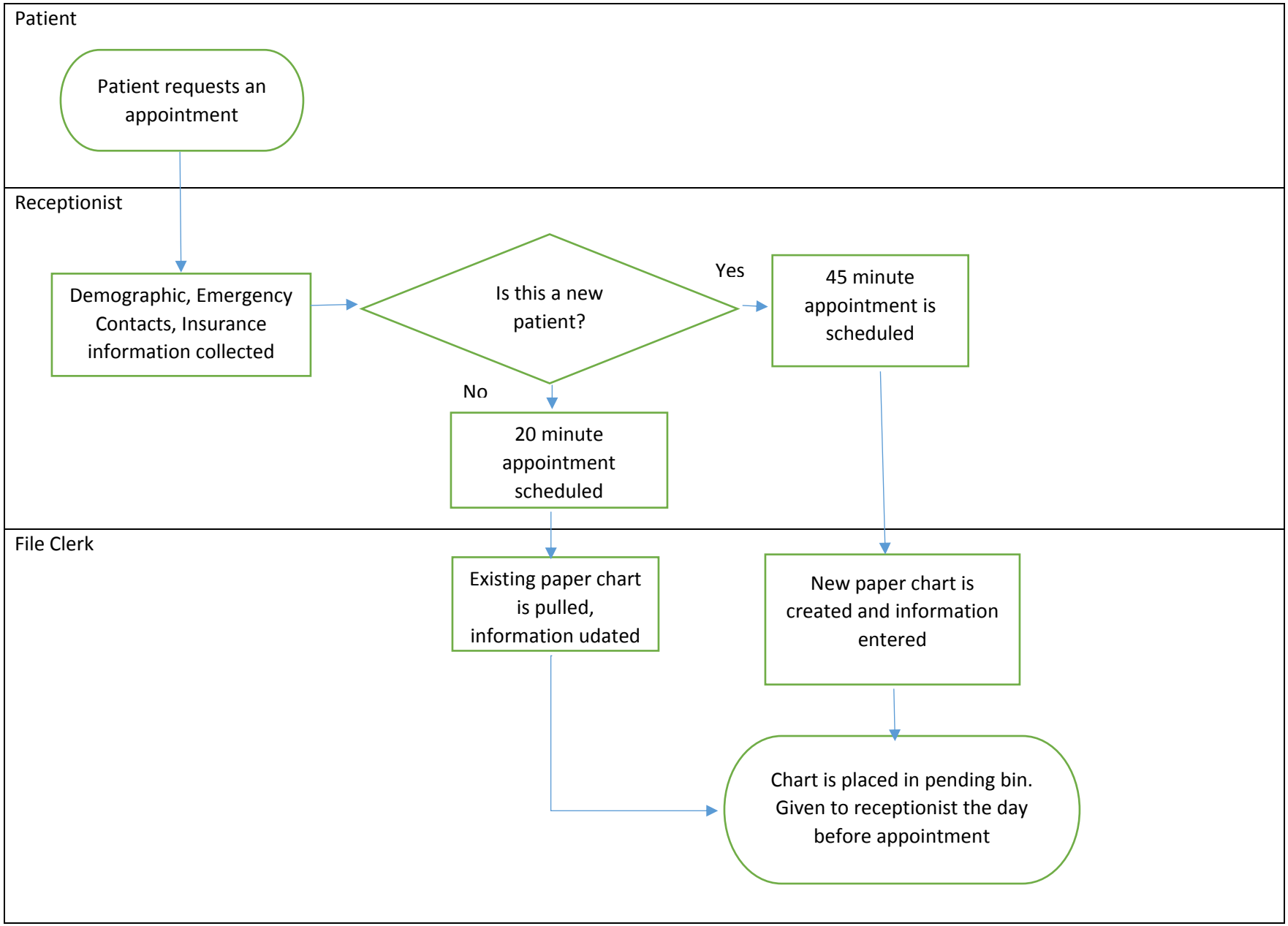
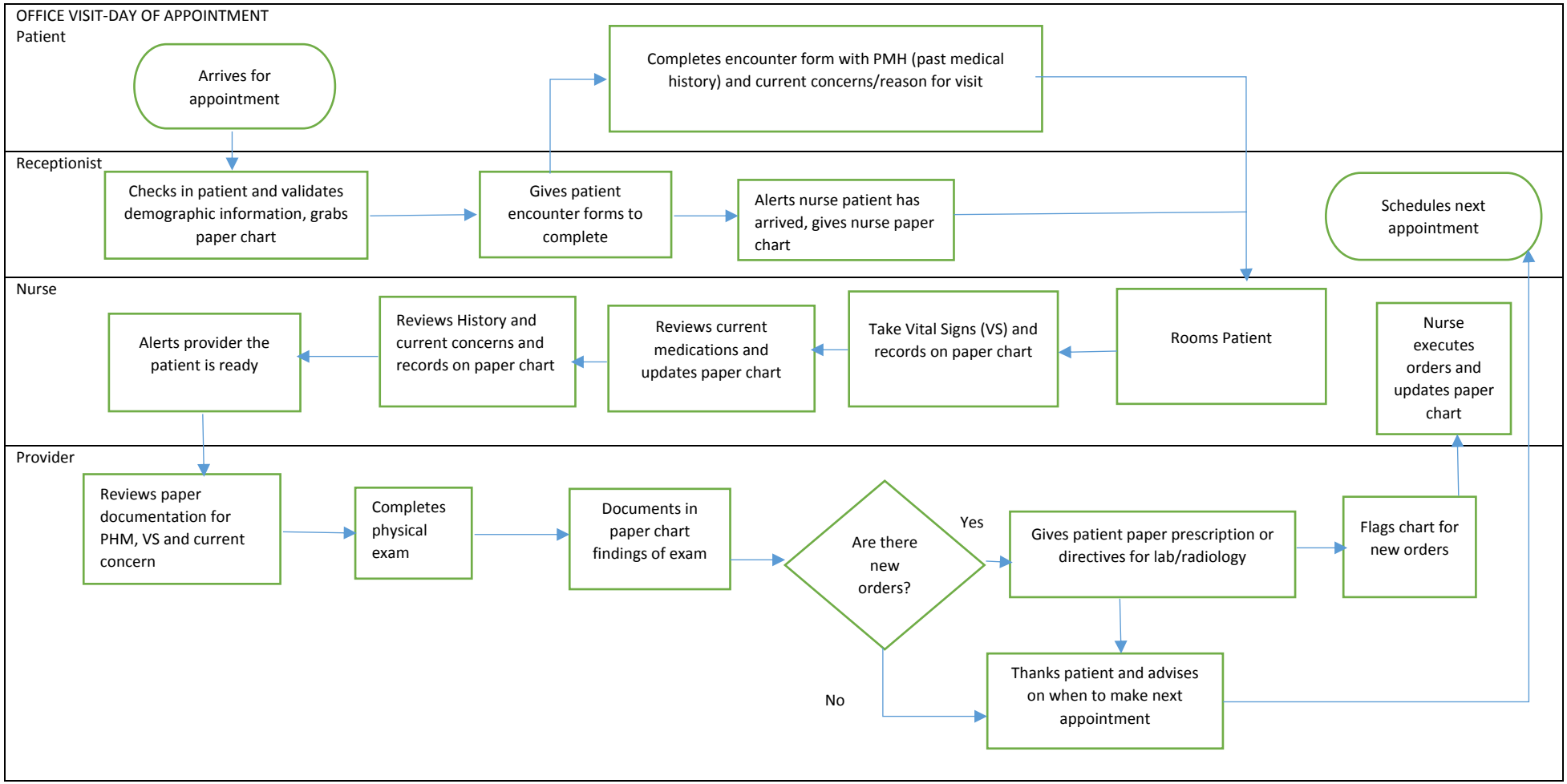
Example Flowchart – Workflow Assignment -Scheduling an appointment-Paper Record




OFFICE VISIT-DAY OF APPOINTMENT
Patient
Arrives for appointment
Completes encounter form with PMH (past medical history) and current concerns/reason for visit
Receptionist
Checks in patient and validates demographic information, grabs paper chart
Gives patient encounter forms to complete
Alerts nurse patient has arrived, gives nurse paper chart
Schedules next appointment
Nurse
Alerts provider the patient is ready
Reviews History and current concerns and records on paper chart
Reviews current medications and updates paper chart
Take Vital Signs (VS) and records on paper chart
Rooms Patient
Nurse executes orders and updates paper chart
Provider
Reviews paper documentation for PHM, VS and current concern
Completes physical exam
Documents in paper chart findings of exam
Are there new orders?
Yes
Gives patient paper prescription or directives for lab/radiology
Flags chart for new orders
No
Thanks patient and advises on when to make next appointment