



⚡ Note = An additional 3 min Delay average is accrued for those patients needing to be sent back to admitting. Drops value to 57% for check in process factor.

Problem = ⚡
 Electronic = ☎
 Telephone = ☎
 Fax = ☐
 Walk = 👤

Streamline Scheduled Pts

- Call all patients
 - Extend calling to evening?
- One phone call for exam reminder & pre registration

Streamline Patient Flow

- Signage & Volunteer better utilized to stop and help all patients as they enter the hospital.
- Targeted training of MD office managers for patient Direction.

