Reception

Patient Greeting / Distribute Forms

New Patient? [Decision]

Yes

New Patient Forms [Staff Action]

No

Check-in Forms [Patient Action]

Wait for Triage

Total Time: 13-22 Min

Chart Key:
- Staff Action
- Decision
- Patient Action
- Average Time
- Bottleneck
Triage

Confirm Patient Age / Purpose of Visit

1-5 Min

New Patient?

1-10 Min

Take Patient History

2-5 Min

Measure Patient Height & Weight

Copy Vaccine History

2-5 Min

Vaccine Needed?

Yes

Copy to Patient Height & Weight Card

1 Min

No

Copy to Patient Height & Weight Card

Wait for Doctor

1 Min

Copy Vaccination to Sticky for Doctor Approval

1 Min

Copy Vaccination to Patient History Card and Clinic Vaccine Sheet

2-3 Min

Copy Patient History to Card

2-3 Min

Fill Charge Sheet

2-3 Min

Total Time: 9-39 Min

Chart Key

Blue: Staff Action

Blue Diamond: Decision

Blue Rectangular: Patient Action

Green: Average Time

Red Diamond: Bottleneck
Doctor Consult

- **Review Patient History**: 2-3 Min
- **New Patient?**
  - Yes: Detailed Patient Examination (5-10 Min)
  - No: Sick Patient?
    - No: Basic Patient Examination (3-6 Min)
    - Yes: New Mother or Complicated Birth?
      - No: Additional Discussion (5-10 Min)
      - Yes: Vaccine Needed?
        - No: Wait for Cashier (1-3 Min)
        - Yes: Wait for Vaccination (2-5 Min)
- **Answer Patient Questions**: 5-10 Min
- **Vaccine Needed?**
  - No: Fill Charge Sheet (1 Min)
  - Yes: Wait for Vaccination (2-5 Min)

**Total Time:** 12-39 Min
Vaccination

- Gather Vaccine & Needed Equipment: 1-3 Min
- Get Doctor Approval (on Sticky): 1-5 Min
- Administer Vaccines: 5-7 Min
- Complete Clinic Vaccine Sheet: 1-3 Min
- Enter Vaccines to Doc Clinic: 1-2 Min
- Wait for Cashier: 1-3 Min

Total Time: 10-22 Min
Cashier

Insurance Payment?

Yes → Complete Detailed Insurance Form

5-7 Min

No → Extend Credit?

Yes → Record to Doc Clinic

2-4 Min

No → Cash or Check Payment

1-3 Min

Insurance Payment?

Yes → Complete Detailed Insurance Form

5-7 Min

No → Extend Credit?

Yes → Record to Doc Clinic

2-4 Min

No → Cash or Check Payment

1-3 Min

Generate Receipt

1-2 Min

Create Next Visit Card

1-2 Min

Schedule Next Appointment

2-3 Min

Total Time: 12-21 Min