Initial Consult - Process Flow

Patient

injury occurs gets referral → calls for appointment → appointment received → Px arrives → complete patient form → see Nurse → see Dr → pay for consult → new appointment

- no → (end)
- yes → make new appointment → to Follow-up Appt

Reception

enter details into Genie

Administration

- appointment request (3 minutes) → appointment made
- patient form scanned
- dictation transposed
- invoice / receipt
- follow-up appointment made

Nurse

take patient history (10 minutes)

Doctor

initial consult → dictation

Accounts

reconcile