



OVERVIEW OF PATIENT JOURNEY

THE FIVE TOUCHPOINTS



**PATIENT
SCHEDULES
PROVIDER VISIT**



**PATIENT
ARRIVES AT
CHECK IN**



**PATIENT CLINICAL
INTAKE COMPLETED
BY MA/RN**



**PATIENT SEES
PROVIDER**

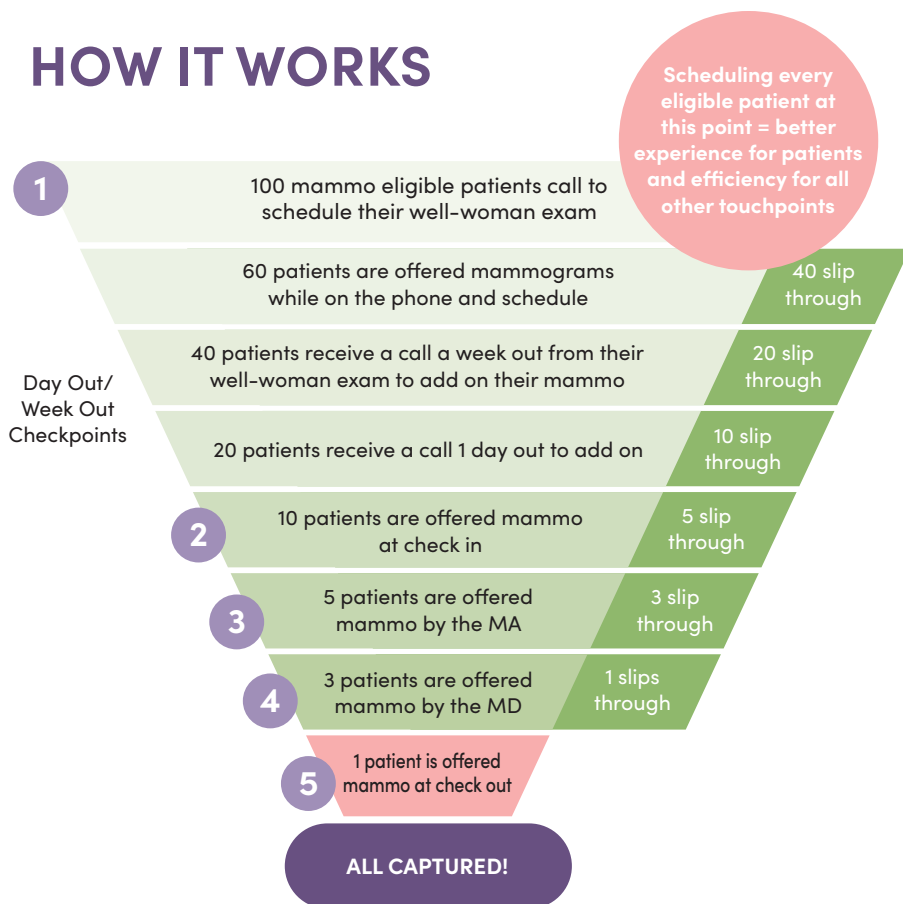


**PATIENT
CHECKS OUT**

**Every touchpoint has a responsibility.
Every touchpoint could save a life.**

If each touchpoint performs its role, together we ensure that every single eligible patient is offered a mammogram.

HOW IT WORKS



Key reports and patient notes ensures success

- ✓ Run a **daily** automated report for women 40+ on the office visit schedules **1 day out and 1 week out** (2 days of schedules)
- ✓ Assign a teammate to **cross check with mammogram schedules**
- ✓ If a patient is not on the schedule, confirm that she is due for a mammo/does not have a declination reason noted
- ✓ If due, call to inform patient of the added mammogram to her appointment and add notes for check in
- ✓ Always attempt to schedule the mammogram alongside the well-woman exam; add a declination reason/note for patients that do not want a mammogram.