

OVERVIEW OF PATIENT JOURNEY



THE FIVE TOUCHPOINTS



PATIENT SCHEDULES HER 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 woman is offered a mammogram.

HOW IT WORKS

1

100 mammo eligible women call to schedule their WWE

60 of them are offered mammograms while on the phone and schedule

and schedule thro

Day Out / Week Out Checkpoints 40 patients get a call a week out from their WWE to add on their mammo 20 slip through

40 slip

20 get a call 1 day out to add on

through

10 are offered mammo at check in

through

5 are offered mammo by the MA

3 slip through

3 are offered mammo by the MD

1 slips through

1 is offered mammo at check out

ALL CAPTURED!

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 her of the added mammogram to her appointment & add notes for check-in
- Always attempt to schedule the mammo alongside the Well Woman Exam; add a declination reason / notes for patients that do not



The Five Touchpoints

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Safety Net: Daily "Week Out / Day Out" Report + Review

- Patient schedules her provider visit
- Patient arrives at check in

(Week Out) — (Day Out)

Reports

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