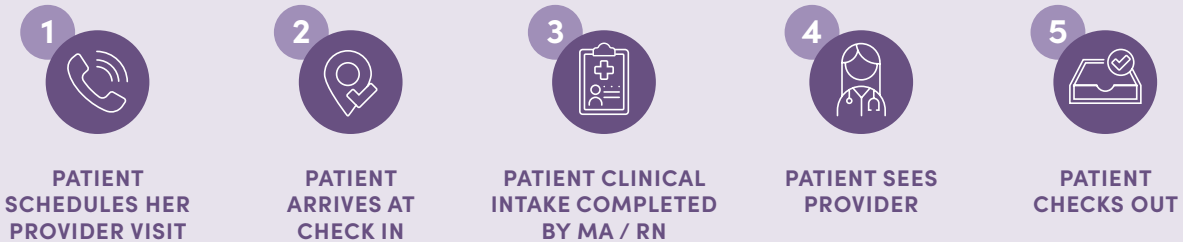


OVERVIEW OF PATIENT JOURNEY



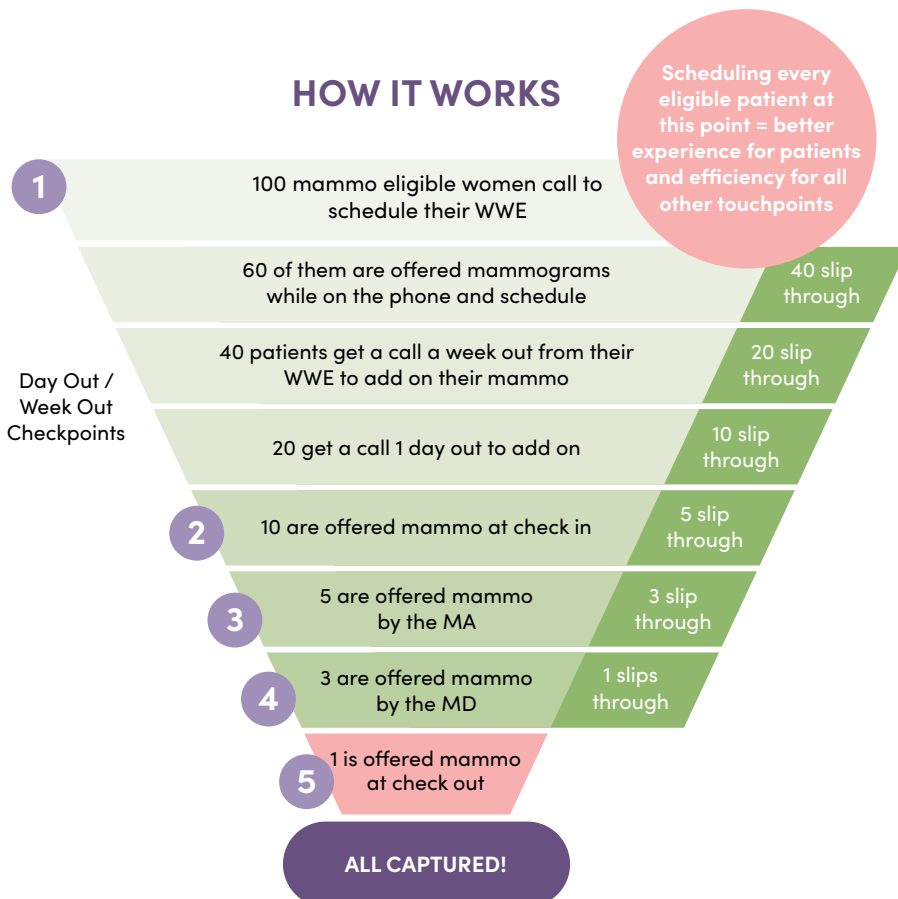
THE FIVE TOUCHPOINTS



**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



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

OVERVIEW OF PATIENT JOURNEY



PATIENT
SCHEDULES HER
PROVIDER VISIT



PATIENT ARRIVES
AT CHECK IN



PATIENT
CLINICAL INTAKE
COMPLETED BY
MA / RN



PATIENT SEES
PROVIDER



PATIENT
CHECKS OUT

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a responsibility.
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eligible woman is offered a mammogram.

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

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

(Week Out) _____ (Day Out)

Reports

- ✓ Run a **daily** automated report for women 40+ on the office visit schedules **1 day out and 1 week out** (2 days of schedules)
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- ✓ 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**

