

PCN RN - PATIENT JOURNEY MAPPING & WORKFLOW PROCESS

Patient Identification	Informing Patients	Booking Appointment	Visit	Next Steps
<p>Discussion</p> <ul style="list-style-type: none"> Which patients will see the RN? How to pull the list? Initial vs. ongoing identification process PCN Support? 	<p>Mass communication needed?</p> <ul style="list-style-type: none"> Email Website Poster PCN Support? 	<p>Booking Rules? Can both RN & MOA book/change appts?</p>	<p>What does a basic RN visit look like?</p> <ul style="list-style-type: none"> Templates? Flowsheets/checklist including history, problem, medication etc (ie. CDM) Process for ad-hoc physician visit after RN? Communication process? Billing – Physician & RN 	<ul style="list-style-type: none"> Lab Sets? Can RN create lab req on behalf? Referrals/lab f/up - what is the normal office practice?
<p>Physician</p> <pre> graph TD A([Physician Request]) --> C[Physician Introduces RN to the patient] B([Ad-hoc]) --> C D([Any other ways?]) --> C C --> E{RN seen on the same appt} E -- Yes --> F[Books the Patient] E -- No --> G{RN Follow-up} G --> H{RN & Physician Follow-up} H --> F </pre>			<pre> graph TD A[RN consultation] --> B[Physician Consultation] A -.-> Booked or as needed B </pre>	
<p>MOA</p>		<pre> graph TD A[Books the Patient] --> B[Follow-up Appt] B --> C[RN consultation] </pre>		
<p>RN</p>			<pre> graph TD A[RN consultation] --> B(Referrals and Lab-sets?) </pre>	