Central Medical Business Management, Glendale CA
PATIENT VISIT PROCESS MAPPING

Legend:
- Start/End
- Decision
- Step/Process
- Document

Start
Patient has an appointment and comes into the office during their date and time.

Does patient have appt?
- No → If we have availability patient must wait to see doctor.
- Yes ↓

Front desk
Welcome patient, get their name and DOB along with insurance and ID

Insurance Eligibility
- Check patient eligibility
- Scan insurance and ID card
- -- Maintain positive attitude
- No → If patient does not have insurance then collect office visit
- Yes ↓

Collect copay → **Patient waits to be seen during this process patient fills out basic info** → **MA**
- Patient intake on time
- Data entry for patient medical info
- Blood draw if needed

→ **Vitals taken, standing orders for lab, vaccines, prepare medical records for MD to review during appointment** → **Patient record documentation** → **Patient Ready for doctor?**
- No → Access delay, inform MD when ready
- Yes ↑

Exam
- Refer to specialist if applicable
- Order 3 month follow up lab work for diabetics
- Order 3 month follow up lipid panel work for patients with high cholesterol
- Order imaging if needed
- Prescribe needed medications
- Review current medical records such as lab work, imaging, or consultation notes from specialists with the patient

Referral Process (Auth. Coordinator)
- If stat authorization do within 24 hors
- If routine authorization do within 72 hours
- Log the submission and follow up to check approval status
- Inform patients once auth is approved and see if they need assistance in scheduling their appointment

Specialist (Auth. Coordinator)
- Follow up if an appointment was made for the patient.
- Follow up after patient was seen to get all records.

Incase Authorization coordinator is not available we have back up staff that can provide service to patient

Wrap up (MA's/Front Desk)
- Patient education
- Hand all follow up documents such as lab orders
- Schedule next follow up appointment as per MD order

End
- Patient leaves with all needed documents and education