Ambulatory Surgery Care Experience Flow Map Pre - PFCC

Touchpoints Caregivers
Ambulatory Surgery Care Experience Flow Map Post - PFCC
Care Experience Flow Map
Pre PFCCPost
Sample: Office Visit Care Experience Flow Map

**Parking Lot**
Patient/Family park car trouble finding right garage 7:15 A

**Doctor's Office Suite**
Entrance to clinic 7:27 A

**Reception Desk**
Checked in with front desk receptionist 7:28 - 7:35 A

**Waiting Room**
60 minute wait; called back by medical assistant, 8:35 A

**Exam Room**
Assessment by physician assistant and doctor 9:15 - 9:30

**Hallway**
Get lost on way to lab; no clear signage; Shadower intervenes and assists them with wayfinding 9:49 A

**Lab**
lab technician performs blood draw 10:14 A

**Parking Pay Window**
Patient/Family stop at parking window to pay for parking; cashier 10:42 A

**Care Giver/Time**

Patient/Family exit garage after finding car 11:02 A
Sample
Care Experience Flow Map

**Touchpoints:**
- Parking Lot
- Clinic Suite
- Reception Desk
- Waiting Room
- Exam Room
- **Reception Desk**
- Main Hallway
- Lab
- **Clinic Suite/Desk**
- Pay Station

**Care Givers:**
- Parking Attendant
- Housekeeper
- Registrar
- Medical Assistant
- Nurse
- Physician Asst./Dr.
- Greeter
- Phlebotomist
- Lab Tech
Sample: Office Visit Care Experience Flow Map

Touchpoint: Parking Lot
- Patient/Family park car trouble finding right garage 7:15 A

Touchpoint: Doctor’s Office Suite
- Entrance to clinic 7:27 A

Touchpoint: Reception Desk
- Checked in with front desk receptionist 7:28 - 7:35 A
- Patient/Family sent to desk to get Rx for lab work 9:37 A

Touchpoint: Waiting Room
- 60 minute wait; called back by medical assistant, 8:35 A

Touchpoint: Exam Room
- Assessment by physician assistant and doctor 9:15-9:30

Touchpoint: Hallway
- Get lost on way to lab; no clear signage; Shadower intervenes and assists them with wayfinding 9:49 A

Touchpoint: Lab
- Lab technician performs blood draw 10:14 A

Touchpoint: Parking Pay Window
- Patient/Family stop at parking window to pay for parking; cashier 10:42 A

Care Giver/Time
- Patient/Family exit garage after finding car 11:02 A
- Patient/Family back to desk to check out from appointment 10:26 A
Pre-Shadowing Care Experience Flow Map

Touchpoints:
- Clinic Suite
- Reception Desk
- Waiting Room
- Exam Room

Care Givers:
- Registrar
- Medical Assistant
- Nurse
- Physician Asst./Dr.
Post Shadowing
Care Experience Flow Map

**Touchpoints:**
- Parking Lot
- Clinic Suite
- Reception Desk
- Waiting Room
- Exam Room
- Reception Desk
- Main Hallway
- Lab
- Clinic Suite/Desk
- Pay Station

**Care Givers:**
- Parking Attendant
- Housekeeper
- Registrar
- Medical Assistant
- Nurse
- Physician Asst./Dr.
- Greeter
- Phlebotomist
- Lab Tech