

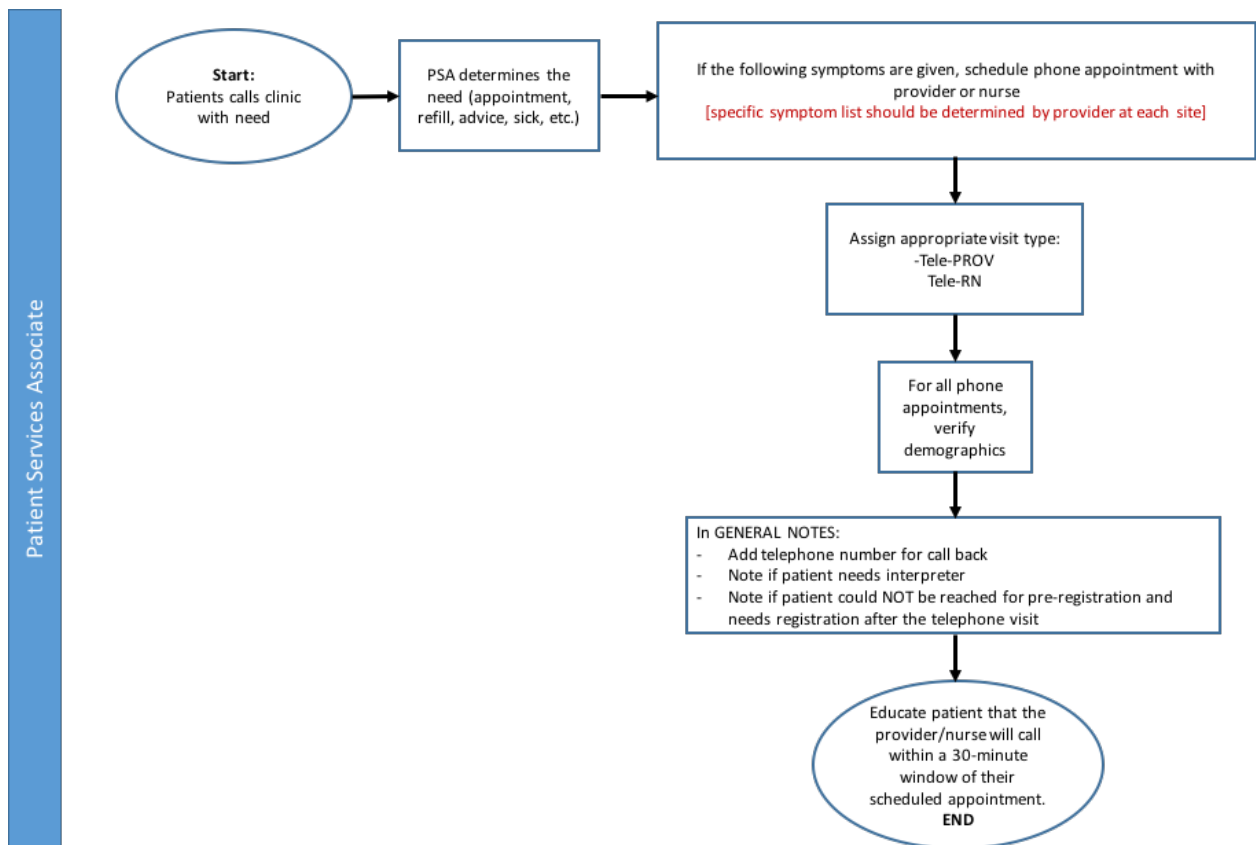


## Telephone Visits: Workflow Examples

### CP3 Toolkit: Expanding Access

Two workflows provided by San Mateo Medical Center outline processes for scheduling telephone visits initiated by a patient and phone visits conducted by either a provider or a nurse.

#### Sample Workflow 1: Scheduling a Visit Initiated by a Patient



## Sample Workflow 2: Conducting the Phone Visit

