Enhanced check out Prenatal Patients (pilot)

Provider
- Discharges patient from room
- Gives sleeve to patient
- Marks & gives passport to patient

Patient
- Takes sleeve to coordinator
- Patient receives appointments

Coordinator
- Collect sleeve & disc
- Makes 2 attempts to call patient within 24 hrs.
- Task call center agent
- Did patient get appointment information within 24 hours?
- Is patient on Portal?

Call Center
- Opens task
- Did agent contact patient?
- Tell provider
- Schedule appointment
- Patient uses portal
- Patient calls to schedule (Direct Line?)
- Patient uses portal

Site Manager
- Runs Appointment Listing report weekly (insured pregnancy test w/ future appointments)

Appointments Needed:
- Health Insurance
- Intake
- Nutrition
- First exam w/provider

Passport:
Provider can use this to indicate what patient needs to follow up on
Enhanced check out with 2 day follow up for Initial Insured Prenatal Patients (pilot)

Provider:
- Discharges patient from room
- Puts Sleeve in X
  - Marks & gives passport to patient

Patient:
- Patient takes passport & leaves
- Patient receives appointment

Coordinator:
- Collect sleeve & disc
- Makes 2 attempts to call patient within 24 hrs.
- Is patient on Portal?
- Sends appointment information via portal message w/ read receipt.
- Did coordinator get info to pt. within 24 hrs?
- Task call center agent

Call Center:
- Open task
- Did agent contact patient?
- Tell provider
- Schedule appointment
- Send patient letter with appointment info

Insured patient came in for pregnancy test wants to continue pregnancy