

At least one day prior to an appointment, Televox places a recorded call to the patient reminding them of the date and time of their appointment. Patients have the option of cancelling their appointment during the call, but the system is not capable of allowing patients to reschedule to an alternative appointment time.

FHC does accommodate walk-in patients. According to the Triage RN Logs, approximately 10% of the daily volume of FHC is comprised of walk-in visits.

FHC has a DKNA rate of approximately 23.5% (Provider Productivity report April – May 2007).

### **Registration:**

The window facing the elevator is used as the intake window. Walk-ins and patients with appointments come to this window first. If no line exists, the patient goes right to the intake window. Otherwise, patients stand in a line that has been observed to extend well into the hallway around the elevators. Patients must stand behind a red line on the floor for confidentiality purposes. At the intake window the patient is assigned a number; this is used by the staff to call the patients up to register. If the patient has an appointment, their appointment reminder is taken by the RR, their arrival time is noted in the lower right-hand corner of the appointment reminder sheet. The sheet is placed in a small sorter to the right of the window. If the patient is a walk-in, either an established or new patient, they are given a card to complete with name, DOB, sex, and MR number. Their arrival time is noted on the form and the card is filed into the sorter for pick-up by the Triage nurse. Patients are called up to the registration windows based on time of arrival only; appointment time is not taken into consideration.

The RR does an overhead page to call the patient to the registration area. The RR begins the “create a case” function and enters the appropriate data into the relevant fields and “attends” the patient in the system. An Attend Sheet prints in the clinical area, notifying the LVN that their patient has arrived. Patient information labels are printed at the registration desk and attached to the necessary forms and the patient’s ID bracelet. The co-pay is collected, and the ID bracelet is placed on the patient’s wrist. The patient is asked to return to the waiting area, until the LVN pages the patient to come to the specific nursing station. Based on numerous observations of the registration process at this clinic and others, as well as from statements made by management, the productivity expectation is approximately 5 minutes per registration for an established patient and 10 minutes for a new patient. The hospital’s director of patient registration has further confirmed these figures by stating that her expectation of the average (established and new patients combined) registration is between 7 – 8 minutes.

### **Triage:**

The Triage nurse sees all walk-in patients, which number approximately 7 – 12 patients per day according to Triage RN Log record. Walk-in patients are usually acute patients needing treatment. If they have multiple issues, they can only be seen for one of them. The Triage nurse decides if the patient needs to be seen today by taking the vital signs and discussing with the patient why they are at the clinic today. She sets up the patient’s medical record, and determines which provider and when the patient will see the