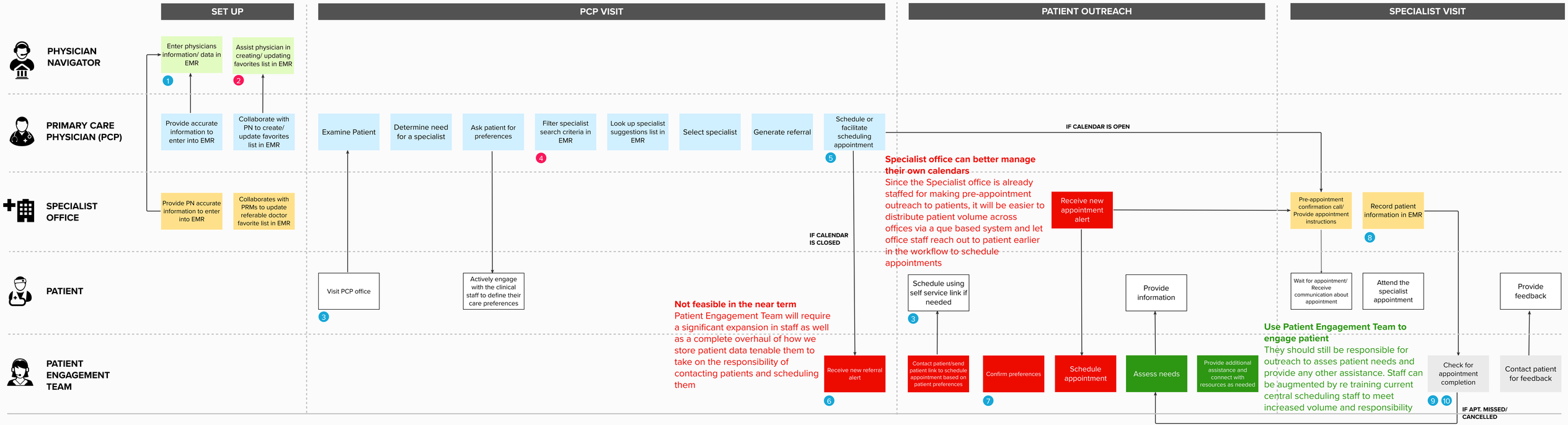

SUPPORT PROCESSES & TECHNOLOGY

- Net New
- Enhancement

1. Create standardized format to collect physician information, and update information in EMR by submitting tickets to hospital IT when applicable
2. Formalize process of Physician Navigators assisting physicians to create a list of specialists for easy referrals based on physician's preferences
3. Patient can schedule appointment by using self service link or by using the 'schedule now' button in patient portal
4. Enhanced search filters and updated rosters will help physicians select appropriate specialists effectively
5. Giving physicians/offices access to specialists calendars and the ability to schedule appointments using 'SCHEDULE NOW' button at POC will ensure patients are scheduled before they walk out of the physician's office
6. If calendar is not accessible, an alert system notifies the Patient Engagement Team of a new potential patient in queue. They then contact patient to schedule an appointment
7. Patient Engagement Team contacts patient using preferred communication method to schedule/ reschedule appointment. They also assess any barriers and cater to any additional needs to ensure patients can make it to the appointment. Theyconnect patient to resources like customer care advocate, specialist's office, and other resources as needed
8. Patient Record is created in EMR data center
9. Patient Tracking System (PTS) checks for patient records/data in EMR data center
10. The Patient Engagement Team receives an alert to contact patient if appointment is cancelled/ not completed