

Virtual Waiting Room Journey Map/MVP Workflow

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Content in this project corresponds with project planning document <https://confluence.jefferson.edu/display/DP/Virtual+Waiting+Rooms>

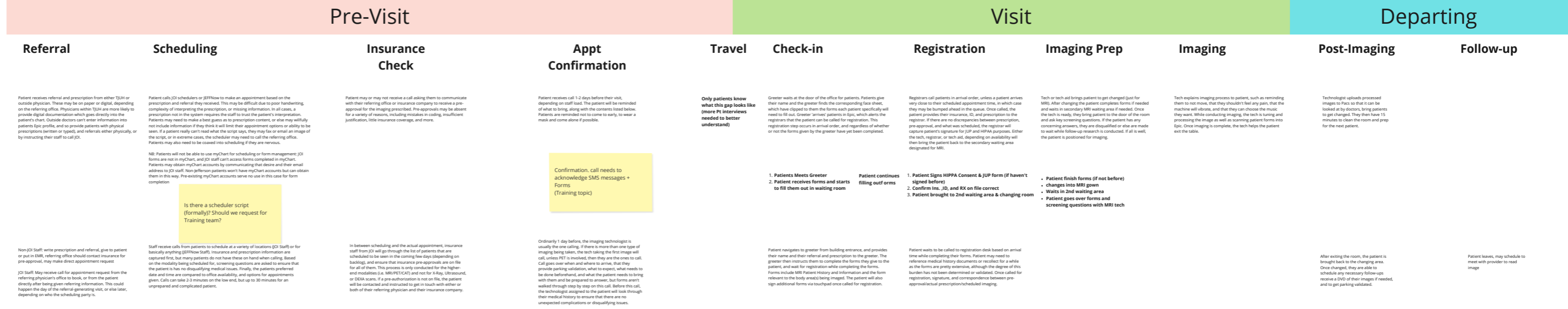
Draft: June 16 2020

Interview Participants:
Business Office Manager
Technician Manager
Insurance Specialist
Scheduler
Scheduling Manager
Registrar x2
Patient
MRI Technician
Patient Greeter

Upcoming:
Moze Patients

Today's Flow

(MRI/PET/CAT)



Patient

Staff

MVP Flow

(MRI/PET/CAT)

Patient

Goals

- Quickly schedule Radiology Appt
- Wait Radiologist appt
- Get back to daughter after visit

Cases About

- Avoid close contact with other patients
- Avoid touching same surfaces as everyone else
- Avoid unnecessary waiting
- Quality treatment/being comfortable during anxious situation

Radiology Staff

Goals

- Accurately communicate with patients & providers regarding availability
- Book as many patients as feasible
- TBD - need to inquire

Cases About

- Avoid close contact with patients
- timely communication w/ pns & providers
- Creating safe, clean environment
- patients being on time for busy providers
- TBD - need to inquire

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Post MVP Concepts

Post MVP: **PTI** Includes Parking & Travel Guidance

Post MVP: **Benchmark** Forms today vs with MVP Solution?

Post MVP: **Link** sent if already filled out form/Tracking form completion?

Post MVP: **Front Desk Staff** can see if Pt has engaged forms and at what stage they are in completing them.

Feature: Alert tech of form set completion so they can review at their convenience

Post MVP: Receive text/chatbot message w/ guidance about where to park & wait during Mom's visit

Post MVP: If for front desk staff to download PDFs/Consume completed forms from appt. Patient on source interface for greeter

Post MVP: Receive text/chatbot message w/ informing visit is complete, go back to car/tr go pick up Mom

Post MVP: SMS Visit Summary link (likely to SMS) and rate the Virtual Waiting Room experience

Post MVP: Fam. member can opt-in to receiving SMS updates as well, front desk clerk: "your mother is ready for pickup"

Family Member



Vanessa (Daughter)

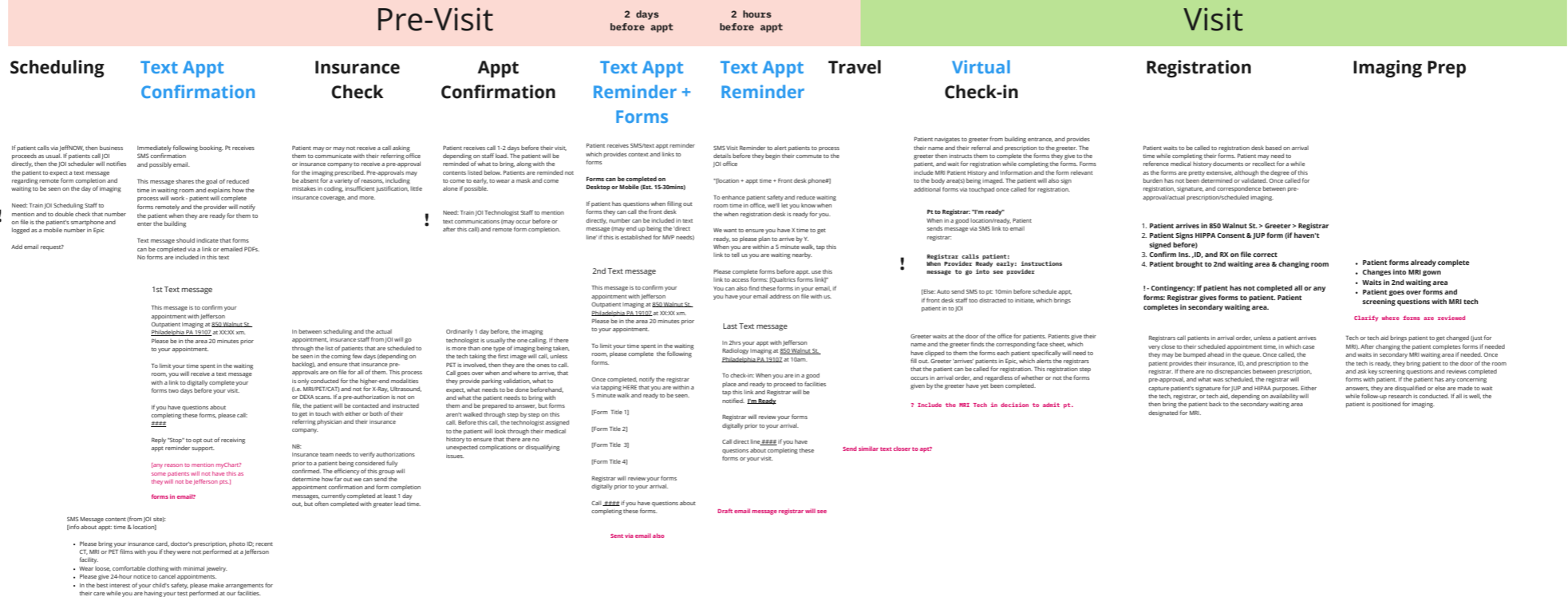
Goals

- Help mother schedule Radiology Appt
- Take Mom to Radiology appt
- Get Mom after appt.
- Take Mom home from Radiology appt.

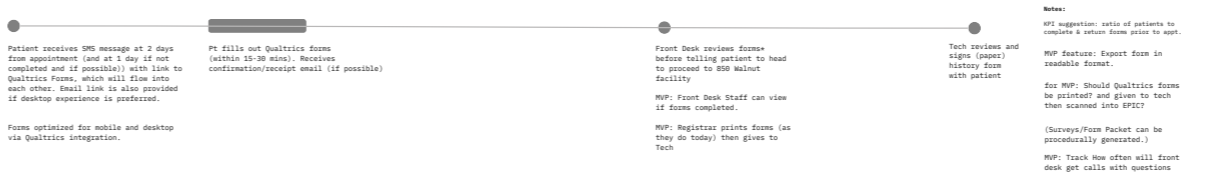
Cases About

- Avoid close contact with other patients
- Avoid touching surfaces
- Keeping her mom safe during visit
- Mom won't treatment/getting good case
- Accompanying other practitioner in same day

Pre-Visit



Forms Workflow



Notes:

- MPI: Negotiation: calls all patients to resolve & return forms visit to wait
- MVP: Front Desk Staff can view if forms completed.
- MVP: Registrar prints forms (as they do today) then gives to Tech
- MVP: Track how often front desk get calls with questions