Notes, G10, 9/17

Your reports and forms should be based on the user's needs, not on what you think the eventual structure of the database might be. Do not create a database at this point.

The Wellness Clinic is a facility providing medical care in a rural area of the country

The clinic serves several thousand patients, each of whom may visit the clinic any number of times per year, both for preventative care such as checkups or immunizations, and for treatment of illness.

**Basic Operations:**

**Staff: Carlos, etc**

Medical Staff

5 doctors

2 nurses (non-acute care, prescribe medication)

2 RNs

2 midwives (prenatal care, supervise delivery except in cases of complication

1 Pharmacist

1 Medical tech

Non-Medical Staff

1 Office administrator

1 Receptionist

1 Bookkeeper (part time)

Regular business hours on Monday - Friday, Saturday and two evenings a week

2 doctors or 1 doctor; 1 nurse

1 RN

1 mid-wife

Admin-staff rotates emergency calls 24/7

2/5 doctors are surgeons that perform routine surgery not requiring general anesthesia one morning a week, assisted by a nurse.

All physicians can provide general and acute care

Two scheduled hours, appointments and walk-in

Immunizations and checkups are booked in advance

Chronic or acute illness can be booked promptly or walk-in

Office administrator handles all schedules for staff and patients; keeps records updated

Before the start of a new moth the administrator makes a complete schedule for all staff

Bookkeeper does billing, recording of payments

Receptionist makes the appointments, handles traffic and makes the patient's medical records available at the time of visit.

Nurse prepares the patient, medical history, medical tests, and updates the folder and assists the doctor.

The doctor examines patient, administers medical treatment, perform tests, samples for labs, write prescriptions, orders additional tests/lab

A visit is one diagnosis or more, the doctor adds to patient's folder and adds comments and observations

Prescriptions can be filled @ the clinic at the patients request

The medical technician can perform some of the lab tests, using samples taken by the nurses or doctor. If the test cannot be performed at the clinic the patient is sent to a third part and results are sent back to the clinic

Daily individual practitioner schedule

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**Patients: Filippo, etc**

* bsorbed by the clinic until they qualify for government-provided coverage.preventative care such as checkups or immunizations, and for treatment of illness.
* scheduled appointments and walk-ins.
* Advance schedule = chronic or acute illness
* Or they may come in during the unscheduled hours.
* Medical care is provided for all patients, regardless of their ability to pay.
* Bills = services provided, not on the payment method.
* Pay out of pocket = at the time of service or the end of each month.
* Medical insurance = bill paid by their insurance companies.
  + pay co-insurance (co-pay) = policy they hold, at the time of the visit.
* Can’t pay = government-provided health care, pay nothing and the clinic is reimbursed by the government for the entire cost of the visit, including any lab tests performed and medications dispensed there.
* Do not have health coverage = treated and the cost is a

To do: Physician’s Statement for Insurance

Patient Monthly Statement

**Monthly activity report:**

An report summarizing clinics activity each month

- No. of visits conducted by each provider

- No. of surgeries performed

- No. of deliveries

- No. of lab tests (According to the types)

- No. of prescriptions dispensed- Average time per visit

- Payment type

**Recovery room log**:

Information about the use of recovery room

That includes:

* Patients name
* Attending practitioner
* Bed
* Date in
* Time in
* Date out
* Time out
* Signature of the practitioner

**Prescription Label & Receipt:**

* The top part is gummed that shows: Rx Number, Doctor Name, Patient Name, Patient Address, Directions, Drug Name, Form, Strength, Quantity, Pharmacist's Name, Date Filled, Original Date, and Number of Refills Remaining.
* The bottom part repeats the same information on the top while listing the total price of the medication, amount covered by insurance or government, balance due from the patient, more information about the drug, usage directions, and warnings

**Weekly coverage schedule:**

* Provides data on the daily hours and the professional and non-professional staff who are scheduled to be in the clinic at specific times each day of the week. Additionally, it includes name, telephone numbers and show person who is covering for emergencies during all hours each week (colored in blue)
* Usually they work regular business hours, Saturday morning and two evenings a week

**Daily master schedule**

* Most appointments are allocated 10 minutes each, so each hour has 6 timeslots.
* Some appointments are given more than one timeslot, depending on the nature of the care needed.
* Each professional has hours dedicated to walk-ins during which no pre-scheduled appointments are made.
* The registered nurses do not have appointments scheduled, and are available to assist the practitioners with visits, or to administer tests or take samples on an unscheduled basis.
* The lab technician also does not have an appointment schedule.

**Visual reports**

Weekly coverage schedule - Daulet

Daily master schedule - Daulet

Individual practitioner’s - Carlos

Physician’s statement for insurance - Filippo

Patient monthly statement - Filippo

Prescription label and receipt - Sagar

Daily laboratory log - Sagar

Operating Room log - Christina

Daily delivery room log - Christina

Recovery room log - Christina

Monthly activity report - Carlos