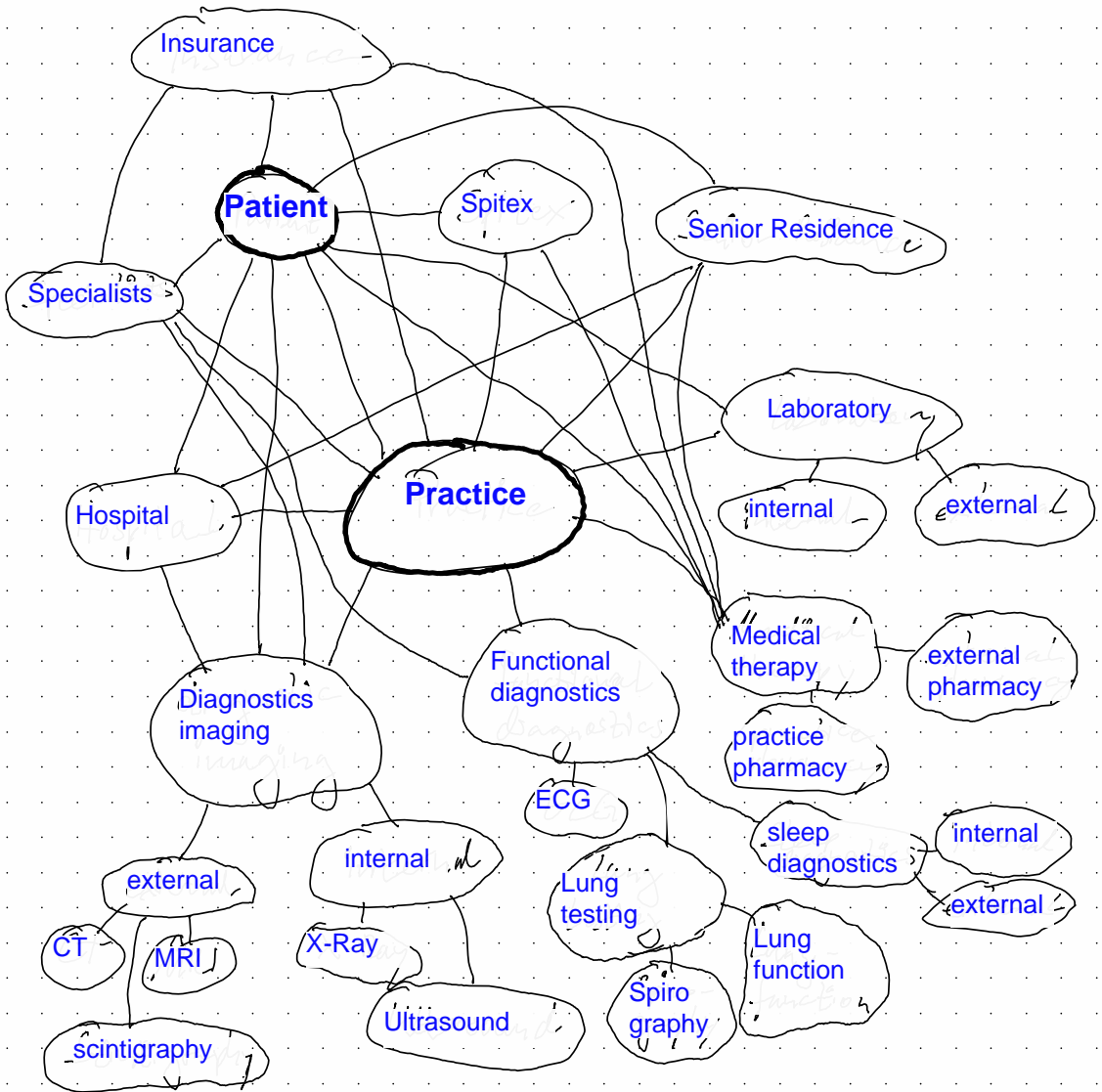


Dependencies

(practice centered)



Practice communication process

- for
1. appointment
 2. medication refill
 3. prescription
 4. laboratory testing
 5. referral to external service
 6. medical certification /sick note
 7. insurance information/suva
 8. medical report (copy)
 9. recommended functional diagnostics

Patient	1. call 2. email 3. talks in person 4. sends letter	1. practice personnel	
Spitex nursing service	1, 2, 3, 4	1, 2-practitioner	2, 3, 4, 5
Hospital	1, 2, 4	1, 2	4, 8, 5
external specialist healthcare provider	1, 2, 4	1, 2	4, 7, 8, 5
pharma reseller	1, 2, 3, 4	1, 2	1
insurance	2, 4	2	3, 5, 7, 8