Preethi Baskaran **B.Deeptha B.Deeksitha** P.Divya

Patient Journey Stages

| Need | Scheduling Appointments | Initial Visit | Treatment | Post-Visit |
|--|----------------------------|--------------------------------|----------------------|-------------------------|
| Research about healthcare providers | Checking for availibility | Patient's impression about the | Dignostic Testing | Completion of treatment |
| | Scheduling appointment | healthcare organisation | Communication during | Follow-up care |
| Selection of healthcare provider | | | treatment | |
| | | Patient education | process | |

Primary Experience Stewards Evaluated at Each Stage

- Referring Physicians
 Admission & Scheduling Staff
 Ancilliary and Support Services
- Family & Friends
- Faculty/Medical Staff
- Billing & Records Staff

Touchpoints Evaluation at Each Stage

