## **Patient Journey Stages**

Scheduling Appointments	Initial Visit	Treatment	Post-Visit
Checking for availibility	Patient's impression	Dignostic Testing	Completion of treatment
Scheduling	healthcare organisation	Communication during	Follow-up care
		treatment	
healthcare provider	Patient education	process	
		000	
	Checking for availibility	Checking for availibility Scheduling appointment Scheduling appointment  Patient  Patient	Checking for availibility ————————————————————————————————————

## 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

