

1. The patient walks into the doctors' rooms and completes the hard copy form received from the receptionist.
2. Upon completion of the form the Patient hand over the form to the receptionist.
3. The receptionist checks with the patient if the are consulting with cash or medical aid.
4. f the patient is using cash, the receptionist request for patient ID and makes photocopies, then open a file for the patient and queue the patient for consultation with the doctor.
5. If the patient is using medical aid, the receptionist request for ID card and medical aid card and phone the medical aid to verify if funds are available for consultation.
6. If the funds are available, the receptionist makes photocopies of ID card and medical aid card, open a file for the patient and queue the patient for consultation with the doctor.
7. If the medical aid has insufficient funds, then the receptionist offers the patient an option of cash payment. If the patient agrees to consult with cash then the receptionist photocopy the patient ID, and medical aid, open a file for the patient, and queue the patient to consult the doctor.
8. The doctor then calls out the patient according to the sequence of the files on the queue.
9. During the consultation, the doctor writes the diagnosis on paper, attaches the diagnosis paper to the patient file, and returns the file to the receptionist.
10. The receptionist then stores the file in the cabinet according to alphabetical order.



