



Process documentation

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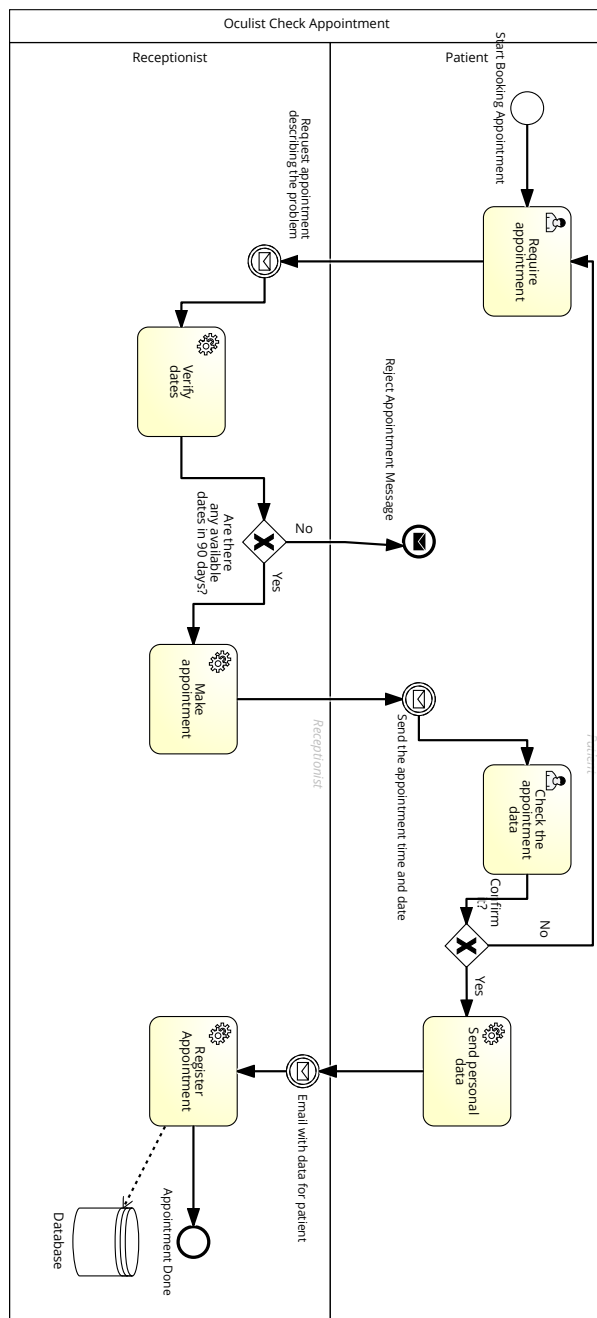


1 72_model

<i>Diagram Type</i>	Business Process Diagram (BPMN 2.0)
<i>Path</i>	Shared documents / SAP-SAM
<i>Author</i>	Marvin Völter
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<i>Diagram Link</i>	https://academic.signavio.com/p/editor?id=0b34fc6c5a3f4e559e9b0d15945d3443



1.1 Diagram



1.2 Description

The appointment is saved in the database of clinic.



1.3 Elements

Process elements

Start Booking Appointment

Start Event

Organization units: Oculist Check Appointment - Patient

Require appointment

Task

Request for an appointment at oculist

Organization units: Oculist Check Appointment - Patient

Task type: User

Request appointment describing the problem

Intermediate Message Event

Organization units: Oculist Check Appointment - Receptionist

Verify dates

Task

The dates for possible appointment should be verified

Organization units: Oculist Check Appointment - Receptionist

Task type: Service

Are there any available dates in 90 days?

Exclusive (XOR) Gateway

Organization units: Oculist Check Appointment - Receptionist

Reject Appointment Message

End Message Event

Organization units: Oculist Check Appointment - Patient

Make appointment

Task

Decide for an appointment date

Organization units: Oculist Check Appointment - Receptionist

Task type: Service

Send the appointment time and date

Intermediate Message Event

Organization units: Oculist Check Appointment - Patient

Check the appointment data

Task

Check if the appointment data is convinient

Organization units: Oculist Check Appointment - Patient

Task type: User

Confirm it?



Exclusive (XOR) Gateway

Organization units: Oculist Check Appointment - Patient

Send personal data

Task

Send Name, Surname, insurance company number

Organization units: Oculist Check Appointment - Patient

Task type: Service

Email with data for patient

Intermediate Message Event

Organization units: Oculist Check Appointment - Receptionist

Register Appointment

Task

Book the appointment

Organization units: Oculist Check Appointment - Receptionist

Data objects: Database

Task type: Service

Appointment Done

End Event

Appointment is registered and saved.

Organization units: Oculist Check Appointment - Receptionist

Organization units

Oculist Check Appointment

Pool

Patient

Lane

Organization unit: Oculist Check Appointment

Receptionist

Lane

Organization unit: Oculist Check Appointment

Data / IT-Systems

Database

Data Store

The appointment is saved

Organization unit: Oculist Check Appointment - Receptionist