Process Mapping and Optimization Document

1. Summary Analysis of Current Processes (As-Is Models)

1.1 Appointment Scheduling – As-Is

Steps:
1. Patient calls or visits to request appointment
2. Admin checks availability manually
3. Admin books appointment without conflict detection
4. Patient receives confirmation (often delayed)

Challenges Identified:
- Double bookings and scheduling conflicts due to lack of real-time system
- No automated conflict detection
- Delayed or missing appointment confirmations
- Heavy manual workload on administrative staff

1.2 Patient Check-In – As-Is

Steps:
1. Patient arrives and waits in queue
2. Manual form filling
3. Admin verifies details
4. Patient waits until called for consultation

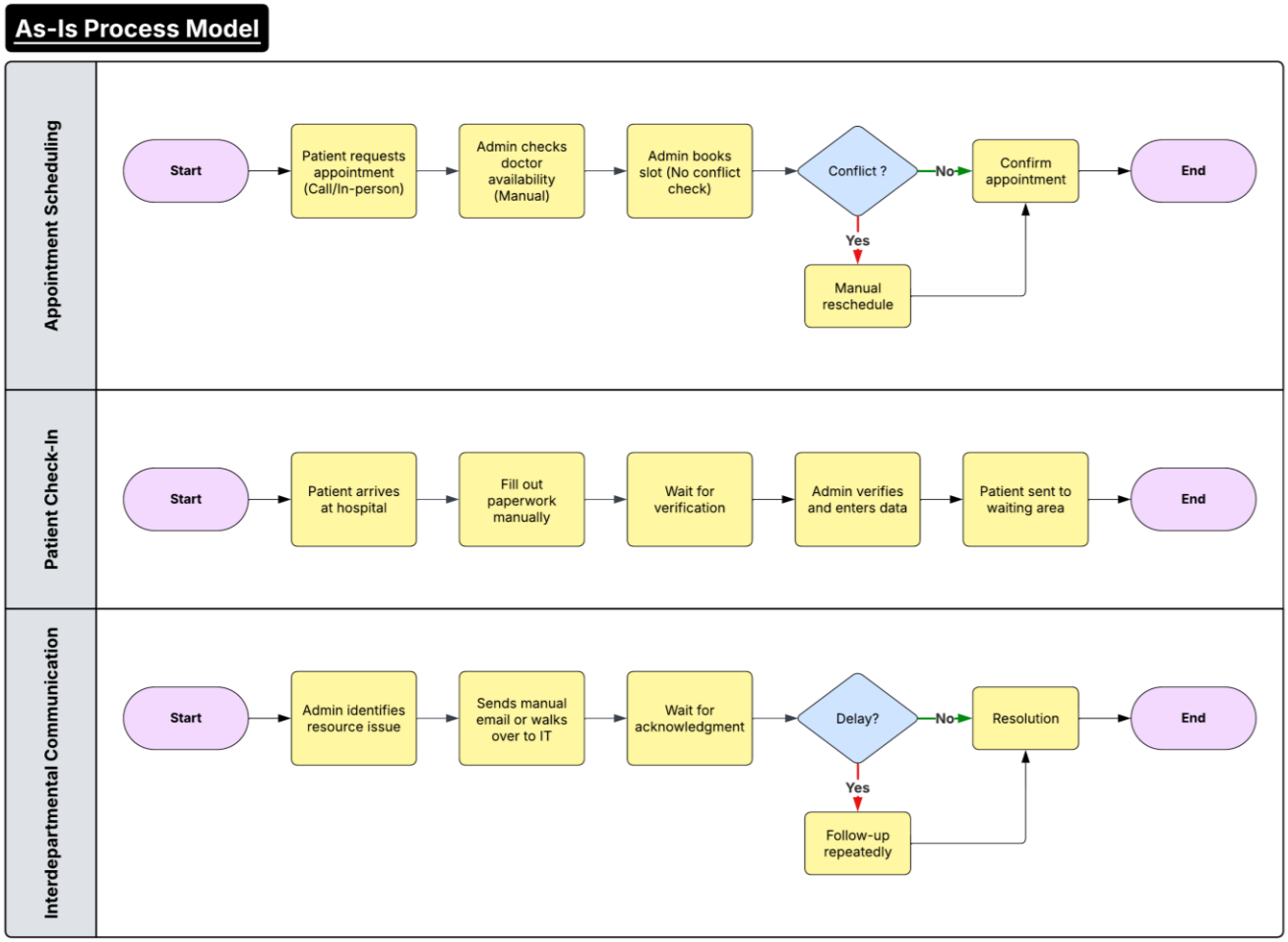
Challenges Identified:
- Delays due to paper-based registration
- Long verification queues
- No real-time queue tracking
- Patient dissatisfaction due to prolonged waiting

1.3 Interdepartmental Communication – As-Is

Steps:
1. Admin identifies resource issue
2. Sends manual email or walks over to IT
3. Wait for acknowledgment
4. Delay? (Yes/No decision)
5. Resolution after follow-ups

Challenges Identified:

- Poor coordination between departments
- No centralized issue tracking
- Delays in equipment/staff allocation
- Repeated follow-ups needed



2. Proposed Optimized Workflows (To-Be Models)

2.1 Appointment Scheduling – To-Be

Optimized Steps:
1. Patient submits request via mobile/web portal
2. System checks doctor/resource availability in real time
3. Conflict? (Yes/No decision)
4. Suggest alternate time or confirm instantly
5. Send SMS/email confirmation

Improvements:
- Reduces double bookings
- Automated conflict detection
- Faster confirmations
- Less manual effort for staff

2.2 Patient Check-In – To-Be

Optimized Steps:
1. Patient arrives and uses kiosk/tablet or online pre-check-in
2. System verifies ID & pre-filled info
3. Patient enters digital queue
4. Department notified

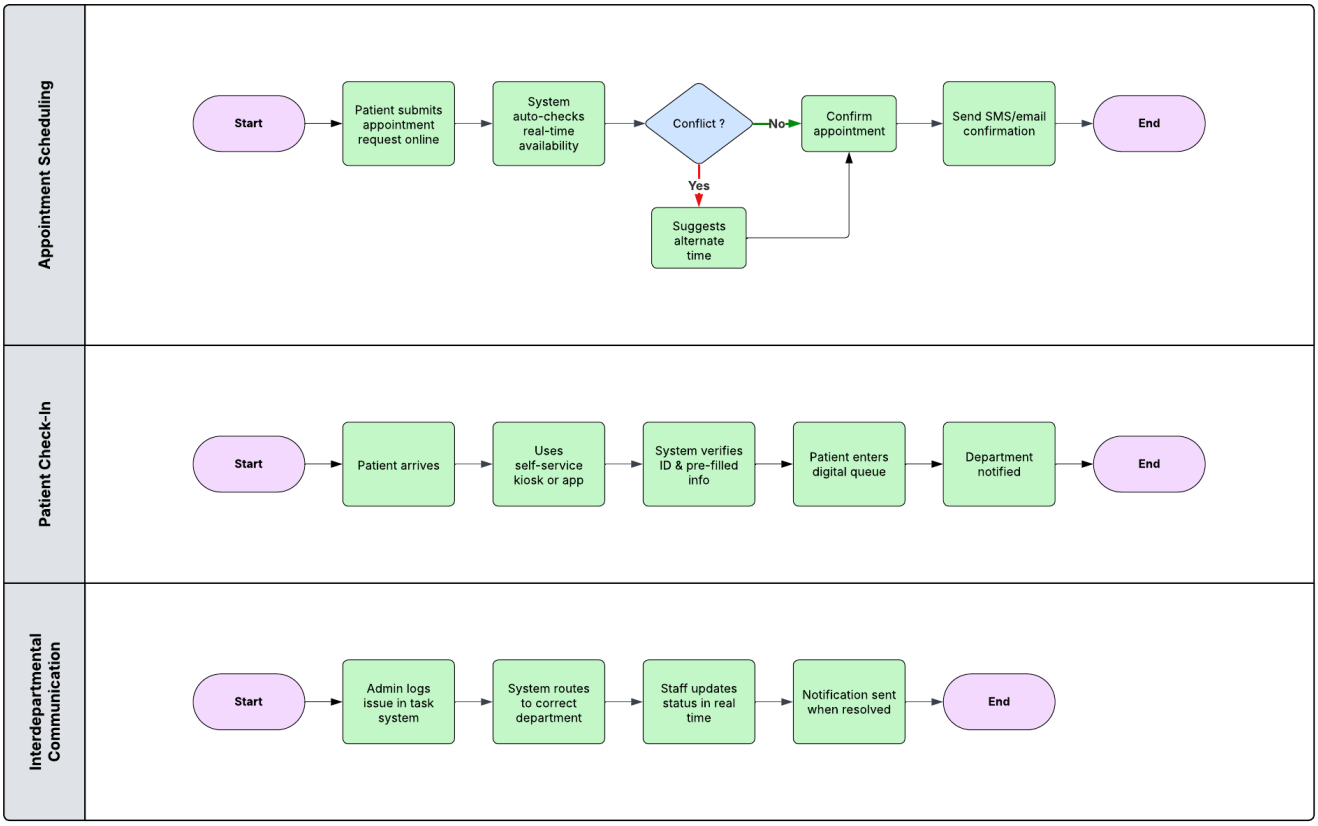
Improvements:
- No paper forms
- Real-time queue management
- Reduced wait time
- Higher patient satisfaction

2.3 Interdepartmental Communication – To-Be

Optimized Steps:
1. Admin submits task via centralized dashboard
2. System routes to correct department
3. Staff updates status in real time
4. Notification sent when resolved

Improvements:
- Eliminates delays and miscommunication
- Enables accountability and transparency
- Streamlines coordination

To-Be Process Model



3. Rationale Behind Proposed Solutions

- **Automation** replaces manual, error-prone steps in scheduling and check-ins
- **Dashboards** provide real-time task visibility and accountability
- **Notifications** improve communication with patients and departments
- **Self-service** empowers patients and frees up administrative time
- Expected 20% reduction in patient wait times and 8+/10 improvement in satisfaction scores