HALLMARK HEALTH **VISIT JOURNEY MAP V01**

BETH HERLIN, SARAH KAISER, MUZI MENG, JUHAN SONIN, EMILY TWADDELL 8.APRIL.15

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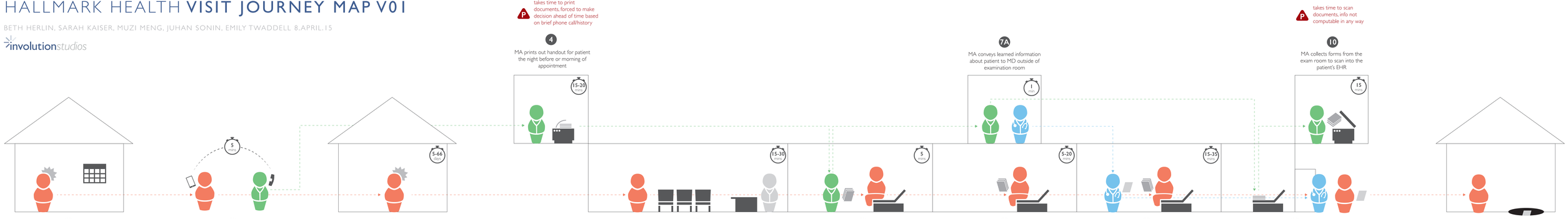


1 Patient experiences health issue, or is due for a check-up

2 Patient schedules appointment and briefly explains what's wrong

3 Patient copes with health issue until appointment
http://www.mentbtwelkins.com/uploadedFiles/Ment89-twelkings/Surveys/mfa20-4wadsurvPDF.pdf

4 MA prints out handout for patient the night before or morning of appointment

P takes time to print documents, forced to make decision ahead of time based on brief phone call/history

5 Patient signs in and sits in the waiting room
http://www.nytimes.com/2011/08/02/health/policy/02consumerhlth2_.html

6 MA sees patient to exam room, gives handouts to complete while waiting:

-Medical release form
-Health Proxy form
-Handout

Takes vitals

Asks questions to understand health

Checks if patient is up to date on exams and schedules if needed

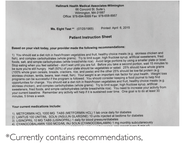
Encourages to login to portal with unique PIN

P hard to get people to actually log in to the patient portal

7A MA conveys learned information about patient to MD outside of examination room

7B Patient completes forms and handout, waits for the MD to come

8 MD reviews completed handout with patient, asks questions to understand condition, builds care plan in with EHR, prints out ugly care sheet:



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Ms. Elgin Sue F (01/05/1985) Printed: April 8, 2015

Patient Instruction Sheet

Based on your visit today, your provider made the following recommendations:

1) You should eat a diet rich in fruit/mixed vegetables and fruit. Healthy choice meals (e.g., entrees (movies and lunches) and side dishes) should be chosen from the "Fruit, Vegetable, Low Fat Dairy, Lean Protein, Whole Grain, Healthy Fats and Sweets and Beverages" lists. Fruit/veg consists mainly of fruit, veg and beans. Aim for 5 servings of fruit/veg per day. Fruit should be eaten as a snack, with breakfast, lunch and dinner. Veg should be eaten with lunch and dinner. Be sure you've left hungry. Half 50% of your plate should be vegetables or salad. 25% should have whole grains and 25% should have lean protein. Fruit should be eaten as a snack, with breakfast, lunch and dinner. Veg should be eaten with lunch and dinner. Fruit/veg/fr are essential! Use beans for your meals. Healthy Fats: Use olive oil, canola oil, nuts, seeds, avocado, olives, nut butters, fish, flaxseed, and ground flaxseed. Sweets and Beverages: Limit sweets and beverages to 1 serving per week. Sweets and beverages are high calorie, low nutrition, and are not essential. Use sweetener packets/substitutes for cravings. You should eat a diet rich in fruit/mixed vegetables and fruit. Healthy choice meals (e.g. entrees (movies and lunches) and side dishes) should be chosen from the "Fruit, Veg, Low Fat Dairy, Lean Protein, Whole Grain, Healthy Fats and Sweets and Beverages" lists. Fruit/veg consists mainly of fruit, veg and beans. Aim for 5 servings of fruit/veg per day. Fruit should be eaten as a snack, with breakfast, lunch and dinner. Veg should be eaten with lunch and dinner. Be sure you've left hungry. Half 50% of your plate should be vegetables or salad. 25% should have whole grains and 25% should have lean protein. Use beans for your meals. Healthy Fats: Use olive oil, canola oil, nuts, seeds, avocado, olives, nut butters, fish, flaxseed, and ground flaxseed. Sweets and Beverages: Limit sweets and beverages to 1 serving per week. Sweets and beverages are high calorie, low nutrition, and are not essential. Use sweetener packets/substitutes for cravings. You should be eating 3 meals and 3 snacks per day. Healthy choice meals (e.g. entrees (movies and lunches) and side dishes) should be chosen from the "Fruit, Veg, Low Fat Dairy, Lean Protein, Whole Grain, Healthy Fats and Sweets and Beverages" lists. Fruit/veg consists mainly of fruit, veg and beans. Aim for 5 servings of fruit/veg per day. Fruit should be eaten as a snack, with breakfast, lunch and dinner. Veg should be eaten with lunch and dinner. Be sure you've left hungry. Half 50% of your plate should be vegetables or salad. 25% should have whole grains and 25% should have lean protein. Use beans for your meals. Healthy Fats: Use olive oil, canola oil, nuts, seeds, avocado, olives, nut butters, fish, flaxseed, and ground flaxseed. Sweets and Beverages: Limit sweets and beverages to 1 serving per week. Sweets and beverages are high calorie, low nutrition, and are not essential. Use sweetener packets/substitutes for cravings. Eat breakfast, lunch, and dinner. Snack if you need to, but only if you are hungry. Snacks should be healthy and consist of fruit/veg/beans. Snacks should be eaten when you are hungry, not because it is time to eat. Snacks should be eaten when you are hungry, not because it is time to eat. Snacks should be eaten when you are hungry, not because it is time to eat

HALLMARK HEALTH **PROPOSED JOURNEY MAP V01**

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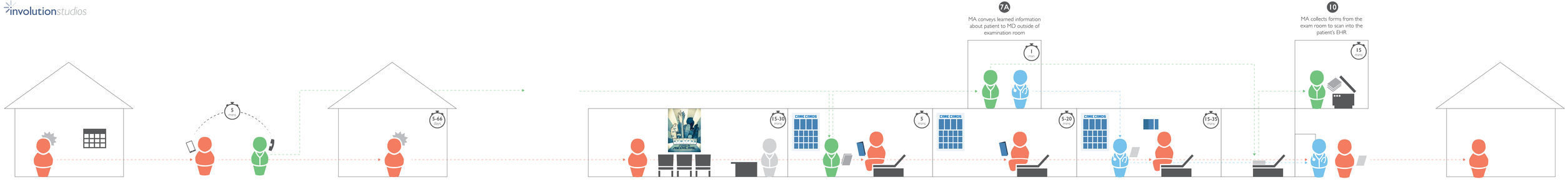

1 Patient experiences health issue, or is due for a check-up

2 Patient schedules appointment and briefly explains what's wrong

3 Patient copes with health issue until appointment
http://www.merritthawkins.com/uploadedFiles/MerritHawkings/Surveys/mha2014waitsurPDF.pdf

5 Patient signs in and sits in the waiting room. Patient admires the wall poster championing healthy eating and thinks about their own nutrition habits
http://www.jyfshow.com/2011-08/03/health-poster-collection-movement.html_m0

6 MA sees patient to exam room, gives forms

-Medical release form
-Health Proxy form

Selects appropriate pamphlet to walk through with patient

Takes vitals and has patient write numbers in pamphlet

Asks questions to understand health

Checks if patient is up to date on exams and schedules if needed

Writes patient's patient portal PIN on pamphlet and explains benefits of logging in

Tells patient to continue looking over pamphlet and fill out the tear out questionnaire

7A MA conveys learned information about patient to MD outside of examination room

7B Patient completes forms, reads pamphlet and fills out questionnaire, and looks at the Care Card display while waiting for the MD to come

8 MD reviews the pamphlet with patient, asks questions to understand condition, and selects relevant cards to talk about with patient. Together, MD and patient set goals, record them in the pamphlet, and sign the social contract.

9 Patient takes ugly care sheet, is told when to come back next, and leaves the completed forms in the exam room to walk out with MD

10 MA collects forms from the exam room to scan into the patient's EHR

11 Patient loses ugly care sheet to the dark abyss of nothingness, falls back into usual negative health behaviors

12 Process repeated. Patient fills out the same forms, and is treated on a case-by-case basis

MD (Doctor)

MA (Medical Assistant)

Patient (Person)