

**\*\*Assumptions:\*\***

Doctors are in charge of diagnosis and nurses performing lab-test + preparing medications

Fast-track team only has 1 doctor and 1 nurse

Main ED team has 5 doctors and 5 nurses

Patients no need to wait for doctors if they are available (after collecting their queue numbers)

Patients will definitely need to collect medications before being discharged.

Nurses are in charge of conducting lab tests, not doctors. We also exclude lab technologists from resources.

Use of normal & exponential distributions to model patients' wait times and inter-arrival times respectively.