Team Assignment 3

Patient

Scheduler

- Answer Call from Patient
- Ask Date/Time Preferences
- Receive Desired Dates
- Scheduling System
- Scheduler
- Check Scheduling System
- Present options to Patient
- Patient Pick?
- Patient pick one option
- Patient cannot make either timeslots
- Scheduling System
- Enters Appointment into System
- 24 Hours Prior to Appointment
- System Automatically Calls to Remind Appointment
- Scheduling System
- End Patient Scheduling

Physician's Office — Processor

- Day/Time of the Appointment
- Look up Patient Data
- Ask for ID and Insurance Card
- Validate the Insurance info with Provider
- Ask to Fill Out Vital Information
- Enter Vital Information into System
- After Doctor's Examination
- Enters the Doctor's Diagnostic and Prescription Info
- Calculate Patient's Bill
- Ask Patient to Pay Co-Payment
- Provide Receipt to Patient
- After Patient Leaves
- Send Bill to Insurance Provider
- Prepares the Complete Billing Record
- End Patient Processing

Insurance Provider