

Job: Diagnose and treat a medical issue (a patient's visit to a physician's Office)

This is a job that gets done in two phases – 1) the patient initiates a request for an appointment at a physician's office so that an appointment can be scheduled; 2) when the patient arrives at the scheduled time, he/she "moves" through the physician's office service process engine. Both phases will be modeled within the same pool.

The patient calls the physician's office to make an appointment. The physician's patient scheduling person (scheduler) answers the call and asks the patient for appointment date/time preferences. The patient responds with a few desired dates. The scheduler then checks the scheduling system on the computer and finds that the patient's preferred dates are not available. The scheduler presents the patient with two alternative date/time slots. The patient cannot make either of these time slots. So, the scheduler re-checks the scheduling system for a few other date/time options and presents these to the patient. The patient accepts one of these time slots. The scheduler then enters the patient appointment into the scheduling system. The patient says "thank you and good-by" and hangs up. One day (24 hours) before the appointment, the scheduling system (software) automatically calls the patient to remind him/her of the appointment the next day. This concludes patient scheduling.

The Day/time of the appointment the patient arrives at the physician's office. The physician's patient processing (processor) looks up the patient data on the computer. Upon locating the patient record, the processor asks the patient for his/her driver's license and insurance card. The processor then validates the insurance with the insurance provider via the computer. The processor then asks the patient to fill out a form that asks for vital information (allergies, current medications, current health condition, etc.). The processor then enters the patient vitals info into the system. After the doctor's examination is complete (the actual examination is out of scope for this exercise), the processor enters the doctor's diagnostic and prescription information into the system. The processor then calculates the patient's bill on computer. The processor then asks the patient to pay his/her co-payment. The processor provides a receipt to the patient. After the patient leaves, the processor electronically sends the bill to the insurance provider requesting payment. The processor then prepares the complete billing record for the file. This concludes patient processing.

Develop a process model for the service using Signavio. You'll develop this process model in 3 steps:

1. Create the pool structure for the process model.
2. Layer in the activities (and type of task), X/OR gateways, intermediate events and sequence flows.
3. Layer in the start and end events, connect message flows to customer pool (student).
4. Export PDF from Signavio and submit

HINTS: The only gateway needed is the X/OR gateway. Only starting and ending events are needed. No intermediate throwing/catching events will be required.