Flowchart — Clinic / Home Care Patient Workflow

Swimlanes / Roles:
- SUB ACCOUNT
- SELF REGISTRATION
- RECEPTION — Secretary
- TRIAGE — Nurse
- CONSULTATION — Doctor
- LABS — Laboratory Technician
- HOME CARE — Patient
- Nutritionist

SELF REGISTRATION:
- ADD HOME CARE BILLING → CHOOSE BILLING CHECKIN FREQ. → COST OF HOME CARE → CLIENT APPROVED → CHECKIN SCHEDULED

RECEPTION (Secretary):
- Registration (KYC) → NEW CLINIC ACTIVIT
- DOCUMENT UPLOADS - UPLOAD TO THEIR FILE
- PAYMENT
  - INSURANCE → GENERATE INS. INVOICE
  - M-PESA → STK PUSH
  - CASH → REGISTER CASH
- PAYMENT PROCESSED → BILL TYPE
  - PRODUCT & SERVICE → RELEASED
  - CONSULTING → RELEASE TO TRIAGE

TRIAGE (Nurse):
- Vitals Measurement → Initial PRE-Consultation Questions → RELEASE TO NEXT STEP

CONSULTATION (Doctor):
- Patient Information Review → Consultation → DIAGNOSED?
  - NO → Recommend Tests
  - YES → PURCHASES & SERVICES BILLING → PRESCRIPTION
  - NUTRITIONIST /REFFERRAL/ SICK NOTE.
  - Recommend Tests → RELEASE TO LABS → Pending Results → Results Received

LABS (Laboratory Technician):
- Review Tests → Conduct Tests → TEST RESULTS. SEND TO DOCTOR
- RESULTS → Results Received

HOME CARE (Patient):
- Patient Monitoring → Take Vitals → SUBMIT TO DOCTOR/NUTRITIONIST
- Book Appointment

Nutritionist (Weekly):
- Read Recorded Vitals → CALL PATIENT → WRITE A REVIEW NOTES → KEEP RECORD OR SUBMIT TO DOCTOR

SCHEDULED APPOINTMENT