As-is PDH Workflow Diagram

Cubes Hospital

Nurse

Teams of Doctors come to ward

3.0
Nurse passes Patient's Inpatient Medical Record (IMR) to the team of doctors and update Patient's morning conditions.

IMR

3.0
Nurse informs PSA of Patient's possible discharge.

3.0
Nurse passes the prescription form to Porter.

prescription form

Medicine

10.0
Nurse brings the medicine to Patient and explains about the medication.

10.0
Nurse examines Patient's health.

Abnormality detected?

No 80%

Yes 20%

15.0
Nurse contacts and informs Consultant.

5.0
Nurse gives PSA re-confirmation that Patient is to be discharge

5.0
Nurse informs PSA not to discharge Patient.

Discharge checklist form

Discharge Summary

Patient is discharged and leaves the ward with Caregiver

30.0
Nurse performs a final check, gives the discharge summary, explains the medication with Caregiver and helps Patient leave the ward bed.

Consultant

15.0
Consultant reads Patient's records and view Patient's test results, conditions and x-rays/MRI/CT scans using SCM on COW.

SCM on COW

IMR

10.0
Consultant examines Patient.

suitable to be discharged?

Yes 30%

No 70%

5.0
Consultant lets the Houseman know of the prescribed medicine for Patient to bring home

prescription form

1.0
Consultant checks and signs the prescription form.

No 70%

Yes 30%

Cancel Discharge?

15.0
Consultant reviews Patient' case using SCM on Desktop.

SCM on Desktop

Houseman

15.0
Houseman views patient records with the Consultant.

SCM on COW

IMR

10.0
Houseman examines Patient with the Consultant.

5.0
Houseman updates IMR and SCM with the outcome of the examination .

Patient continues to be hospitalised

IMR

SCM on COW

5.0
Houseman prepares the prescription paper form and passes it to Consultant to sign.

prescription form

IMR

10.0
Houseman updates IMR and SCM of the examination outcome and medicine prescribed, prepares the discharge summary for Patient and passes IMR and the prescription form to Nurse.

SCM on COW

prescription form

Porter

10.0
Porter delivers the prescription form to Pharmacist.

Medicine

10.0
Porter receives the medicine and delivers it to Nurse.

Pharmacist

10.0
Pharmacist reads the prescription form.

prescription form

ePharm

15.0
Pharmacist prepares, checks the medicine and updates the ePharm system.

Patient Service Associate (PSA)

PSA prepares financial statements for Patient.

SAP ERP

20.0
PSA calls Patient's Caregiver to inform possible discharge.

SAP ERP

SAP ERP

20.0
PSA contacts Caregiver to inform cancellation of discharge and apologises.

Patient continues to be hospitalised

10.0
PSA re-contacts Caregiver to arrange for him to come over to handle the discharge procedure.

30.0
PSA prepares financial statements for Patient.

30.0
PSA settles the payment and schedules the next appointment date with Caregiver.

SAP ERP