

Epic 1 — Intake Workflow Validation (Overview)

Epic Description

This Epic validates the **medical appointment intake workflow** by documenting appointment disruptions, building intake forms, and designing interpreter utilization dashboards. It establishes the foundation for reporting, QA, and traceability. (*Parent Epic: Interpreter Utilization & Cost Tracking*)

Story 1 — Appointment & Intake Disruptions

Purpose: Document and validate appointment disruptions for traceability.

- **KAN-1 — Appointment Disruption Report**

- *Artifact A:* Disruption Report (documented cancellations, no-shows, late arrivals, notification timing)

- **KAN-2 — Appointment Attendance Tracking Table**

- *Artifact B:* Attendance Table (structured record of patient presence/absence at scheduled appointments)

- **KAN-3 — Patient/Staff Feedback & Communication Notes**

- *Artifact C:* Feedback Artifact (refined communication sentences, vocabulary breakdowns for clarity in medical context)

Story 2 — Intake & Workflow Validation

Purpose: Build and validate the intake process for interpreter requests in medical appointments.

- **KAN-9 — Intake Form Mockshot**

- *Artifact A:* Intake Form Mockshot (patient request form simulation with interpreter need fields)

Getting Started

Complete this intake form

Patient ID: 100001

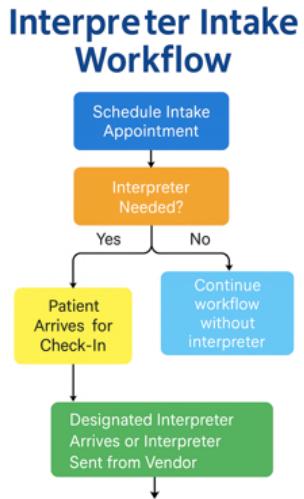
Patient Name: John Doe

Interpreter needed

- **KAN-10 — Workflow Diagram**

Artifact B: Workflow Diagram (step-by-step intake → scheduling → interpreter assignment for appointments)

Interpreter Intake Workflow Diagram



- **KAN-11 — QA Checklist for Intake Workflow**

- *Artifact C: QA Checklist (validation steps for intake form accuracy and workflow completeness)*

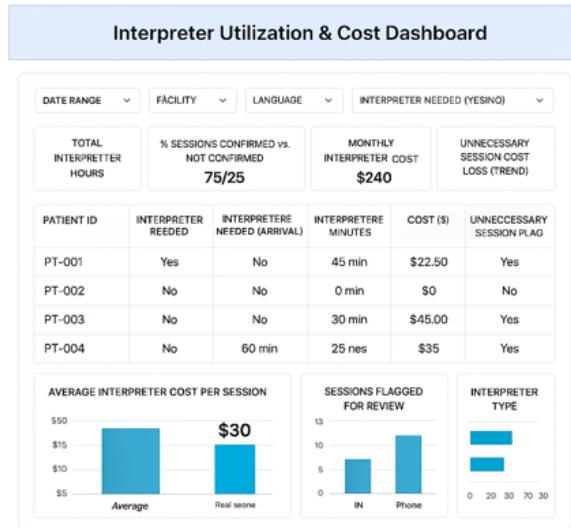
Story 3 — Interpreter Utilization & Cost Dashboard

Purpose: Design, validate, and finalize the dashboard for interpreter utilization and costs in medical appointments.

- **KAN-13 — Build Interpreter Utilization & Cost Dashboard**

- *Artifact A: Initial Dashboard (first build of utilization/cost metrics for medical appointments)*

Artifact A — Initial Dashboard (first build of utilization/cost metrics)



- **KAN-14 — Dashboard Logic Diagram**

- *Artifact B:* Logic Diagram (visual mapping of metrics, filters, breakdowns for appointment reporting)

- **KAN-15 — QA Checklist for Dashboard Validation**

- *Artifact C:* QA Checklist (structured validation steps for dashboard outputs)

KAN-11 – QA Checklist for Intake Workflow

Test Case	Expected Result	Status
Form Completed	Form proceeds to scheduling	✓
Patient Information	Details accurately captured	✓
Required Fields Filed	No missing information	✓
Interpreter Assigned	Interpreter assigned	✓
Data Submitted	Confirmation generated	✓

- **KAN-16 — KPI Block Specifications**

- *Artifact D:* KPI Block (formulas, thresholds, exception rules for KPIs in appointment reporting)

Traceability Table

Story	Task (KAN)	Artifact	Purpose

Story 1	KAN-1	Appointment Disruption Report	Document cancellations, no-shows, late arrivals
Story 1	KAN-2	Attendance Table	Track patient presence/absence at appointments
Story 1	KAN-3	Feedback Artifact	Refine communication sentences and vocabulary
Story 2	KAN-9	Intake Form Mockshot	Simulate patient intake request form
Story 2	KAN-10	Workflow Diagram	Map intake → scheduling → interpreter assignment
Story 2	KAN-11	QA Checklist	Validate intake workflow accuracy
Story 3	KAN-13	Dashboard Build	Initial interpreter utilization/cost dashboard
Story 3	KAN-14	Logic Diagram	Map dashboard metrics and filters
Story 3	KAN-15	QA Checklist	Validate dashboard outputs
Story 3	KAN-16	KPI Block	Define KPI formulas and

thresholds