Sample - Primary Care Point of Care Testing Patient Journey Map

Patient Booking

- ❏ Patient calls
- ❏ Patient reports symptoms
- ❏ 10 minute appointment booked under **"flu like symptom"** appointment type
- ❏ Patient masked for appointment
- ❏ Patient roomed by LPN

Patient Assessment

- ❏ Symptom checklist is posted in appointment room and near POCT
- ❏ Patient history taken
- ❏ If appropriate symptoms present - LPN performs swab and prepares POCT
- ❏ Nurse masks for patient assessment
- ❏ Patient waits in appointment room during POCT
- ❏ Patient remains masked

Point of Care Test

- ❏ Instructions for each POCT are posted near analyzer and assays
- ❏ LPN prepares assay
- ❏ Wait for results (5-15min)
- ❏ LPN views test result
- ❏ **LPN Documents results (on paper & "lab entry" in EMR)**
- ❏ LPN communicates results to physician

Diagnosis/Treatment

- ❏ Physician communicates results to patient
- ❏ RX given to patient *if appropriate*
- ❏ Instructions given to patient (e.g. symptom management /isolation)
- ❏ Patient asked to book a follow up appointment *if appropriate*
- ❏ **Patient completes patient survey**
- ❏ **Physician & nurse complete survey**