Outpatient Clinical Encounter Scenario

Phoenix ABPM Story

Here is the generic scenario for a outpatient clinical encounter, at a single-suite office. This scenario may be used as foundation for one or more abstract use cases.

1. Patient makes a clinic appointment (may be initial or follow-up).
2. Patient arrives at clinic.
3. Patient checks in at clinic.
4. Patient waits to be roomed.
5. Patient is roomed (escorted or moved to a clinic room such as an exam room).
6. Clinician meets with patient in clinic room (the "encounter"). History, Physical Exam, Counseling, review of flow-sheets, review of other old chart data, ...
7. Clinician, in negotiation with patient, makes assessment and plan.
8. Clinician records information about encounter (clinical chart and billing coding), in some combination of during and after meeting with patient.
9. As appropriate, in-clinic services ("tests") are performed by clinic staff (lab specimen collection, radiology, etc).
10. As appropriate, the patient stays in or is returned to the clinic room (or an equivalent room) while awaiting the results of the in-clinic services.
11. Clinician meets again with patient in clinic room to review, report and discuss the results of the "tests".
12. Clinician, in negotiation with patient, revises assessment and plan.
13. As appropriate, return to steps 8 and/or 9.
14. Patient is given recommendations for follow-up: RTC (Return to Clinic), prescriptions, referrals to other clinicians, referrals for other testing, ...
15. Patient leaves clinic room.
16. As appropriate, patient checks out of clinic (payment, etc.).
17. Patient makes follow-up appointment as needed.