# Deputy plan

## Hausarztpraxis am Musterweg · library “practice operations”

- ÄRZ-1 deputises for ÄRZ-2
- ÄRZ-2 deputises for ÄRZ-3
- ÄRZ-3 deputises for ÄRZ-1
- MFA-1 deputises for MFA-2
- MFA-2 deputises for MFA-1
- Phone call group (change 1): MFA-2 and MFA-3.
- On the deputy’s first day: look at the calendar (absences, morning check, findings run), the Kanban board “findings run” (lane of the absent person, overdue follow-ups) and this library.

Patient data stay in the practice management system (PVS). Only case numbers, codes (ÄRZ-1 … ÄRZ-3, MFA-1 … MFA-5) and roles appear here – no names, diagnoses or findings.
Example from the MC4Y Suite practice book (Peter Hoenig), chapter 20 “Case study – process models for a medical practice”; all people and companies are fictitious.