Findings rule “arrived”

Hausarztpraxis am Musterweg · library “practice operations”

A finding counts as arrived when it is assigned to the treating physician in the patient record and – if it is not dealt with at once – has a follow-up (ch. 20). A short daily run through the findings list (calendar “findings run”, working days 12:30). On the Kanban board “findings run” the two parts of the rule are the done criteria of the column “Assigned to the treating physician”; the follow-up is the card’s due date. Measure: number of overdue findings.

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.