Example: Office Practice Appointment

Exercise: Shadow the following office practice appointment through the eyes of the patient.

Please note the following:

1. **Where** the patient and family go
2. **Who** the patient and family interact with
3. **Observations** and **what** the patient experiences or does not experience
4. **Time** that they spend in each location interacting with caregivers and other staff
5. Aspects of the experience that go **well** or could be **improved**

Name of Experience:

Where does the experience start and end?

Who do you anticipate the caregivers will be and/or who will the patient/family interact with?

What do you anticipate the patient/family will go as part of their experience?

Name of Segment 1:

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| --- | --- | --- | --- |
| Time Stamp | Patient Location | Who is interacting with the patient?  | Observations and what the patient experiences? |
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Name of Segment 2:

|  |  |  |  |
| --- | --- | --- | --- |
| Time Stamp | Patient Location | Who is interacting with the patient?  | Observations and what the patient experiences? |
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|  |  |  |  |

Name of Segment 3:

|  |  |  |  |
| --- | --- | --- | --- |
| Time Stamp | Patient Location | Who is interacting with the patient?  | Observations and what the patient experiences? |
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Name of Segment 4:

|  |  |  |  |
| --- | --- | --- | --- |
| Time Stamp | Patient Location | Who is interacting with the patient?  | Observations and what the patient experiences? |
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