

FIGURE W7

PATIENT PATHWAY FORM USED TO TRACK THE PATIENT'S FLOW THROUGH THE PRACTICE.  
 THE BLANKS ARE USED TO RECORD TIMES EACH OF THE EVENTS BEGAN.

**Patient Pathway (What is it like to be a patient in this practice?)** **Date:** \_\_\_\_\_

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\_\_\_\_\_ Appt Time

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\_\_\_\_\_ Check in at front desk Notes: (eg, What is done and how?)

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Informed consent: "We are interested in the patient view of visiting the doctor. When the nurse calls you, may I follow you back to see the doctor/NP? Could you please review this and sign indicating that you agree to participate in this study?" (Get signed informed consent completed)

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\_\_\_\_\_ Waiting room Notes:

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\_\_\_\_\_ Nurse calls name Notes:

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\_\_\_\_\_ Nurse intake Notes: (eg, What/how is said? Privacy? materials used? Etc.)

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\_\_\_\_\_ Exam room Notes: (Also ask small talk questions as time permits)

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Could you tell me what usually brings you to the doctor/NP/PA?

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Do other family members also come to this doctor/NP/PA?

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What brings you to this particular doctor/NP/PA versus any others?

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What is special about this doctor/NP/PA?

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How do you get along with this doctor/NP/PA?

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PATIENT EXPECTATIONS:

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Would you share with me how you decide when it's time to go to the doctor?

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If HCM visit - How do you remind yourself when it's time?

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What do you see as the doctor's responsibility? As your responsibility?

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Could you tell me what you think of when you here the terms: health, wellness, prevention?

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Do most people you know try to stay healthy?

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How do you find out about health?

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\_\_\_\_\_ Clinician enters exam room Notes: (e.g. greeting, reason for visit, hx, dx, rx, etc.)

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\_\_\_\_\_ Clinician leaves exam room Notes:

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\_\_\_\_\_ Nurse returns Notes:

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\_\_\_\_\_ Patient checks out Notes:

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\_\_\_\_\_ Patient exits Notes:

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"Thank you very much for your help on this study."