



PHASE 1

Booking of the package done through: Facebook, website, calls

Touch Point 1

Client walks in and identifies as a package patient. Client is registered and unique number is issued
Time: 5 mins



PHASE 2

PAYMENT:
CASHIER/CORPORATE DESK
Time line: 5-10 mins

Touch Point 1

Client is directed to pay

Touch Point 2

Clients will be guided to manage delays



PHASE 3

SAMPLE COLLECTION/PROCEDURE

Touch Point 1

LABORATORY: 5mins
RADIOLOGY: 10MINS
CASUALTY: 10MINS

Touch Point 2

A nurse to be identified to do all ECGs to avoid delays.

Points to note

1. Pap smear patients to be done between 8am and 10am to avoid delays because of the usual clinic days.
2. A doctor to be identified to see all package patients to avoid delay
3. Results are to be collected after 3 days when the package patient is coming to see the doctor
4. Package to run through the week from Monday to Saturday.
5. Package patients to be given priority (All HODs) involved have agreed to give
6. Patients to come between 7 am and 11 am on weekdays and weekends 7 am to 11 am to avoid emergency fee charges and delays.