



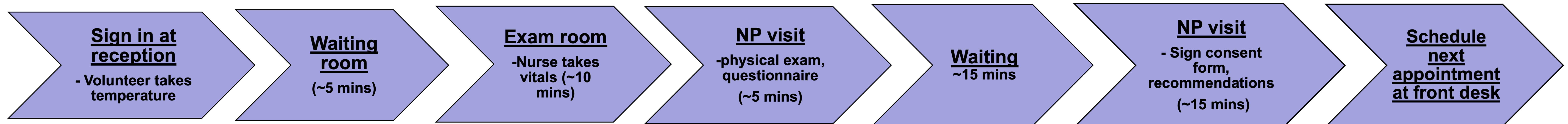
CARE EXPERIENCE SETTING

ECU Health Pain Management Center in Greenville, NC:

80-year-old woman accompanied by her husband for her quarterly prescription refill for Norco (hydrocodone/acetaminophen), a narcotic to treat pain.

TOUCHPOINTS

Overall visit time = ~ 50 mins



STRENGTHS

- Willingly answered questions
- Patient commented that she has always felt welcomed in the clinic
- Thorough examination by NP
 - Ensured that the patient understood the effects of overconsuming acetaminophen
 - created a feasible plan for physical activity based on patient's social history
- Held the door open for the patient in electric wheelchair

MISSED OPPORTUNITIES AND IDEAS FOR IMPROVEMENT

- Fill out medication form**
 - patients can fill it at the beginning of the visit to write down all their medications including time, day, and quantity.
 - Avoids making the patient verbally recall them in the exam room.
- Devise a quicker way to prepare the consent form**
 - cuts the wait time.
- Expand space near the reception**
 - makes it more wheelchair friendly.
- Install window intercoms**
 - improves hearing clarity when talking through the glass window at the front desk.
 - Hearing through the glass window at the front desk is difficult especially while wearing a mask. This can lead to frustration, miscommunication, and misuse of time.

