

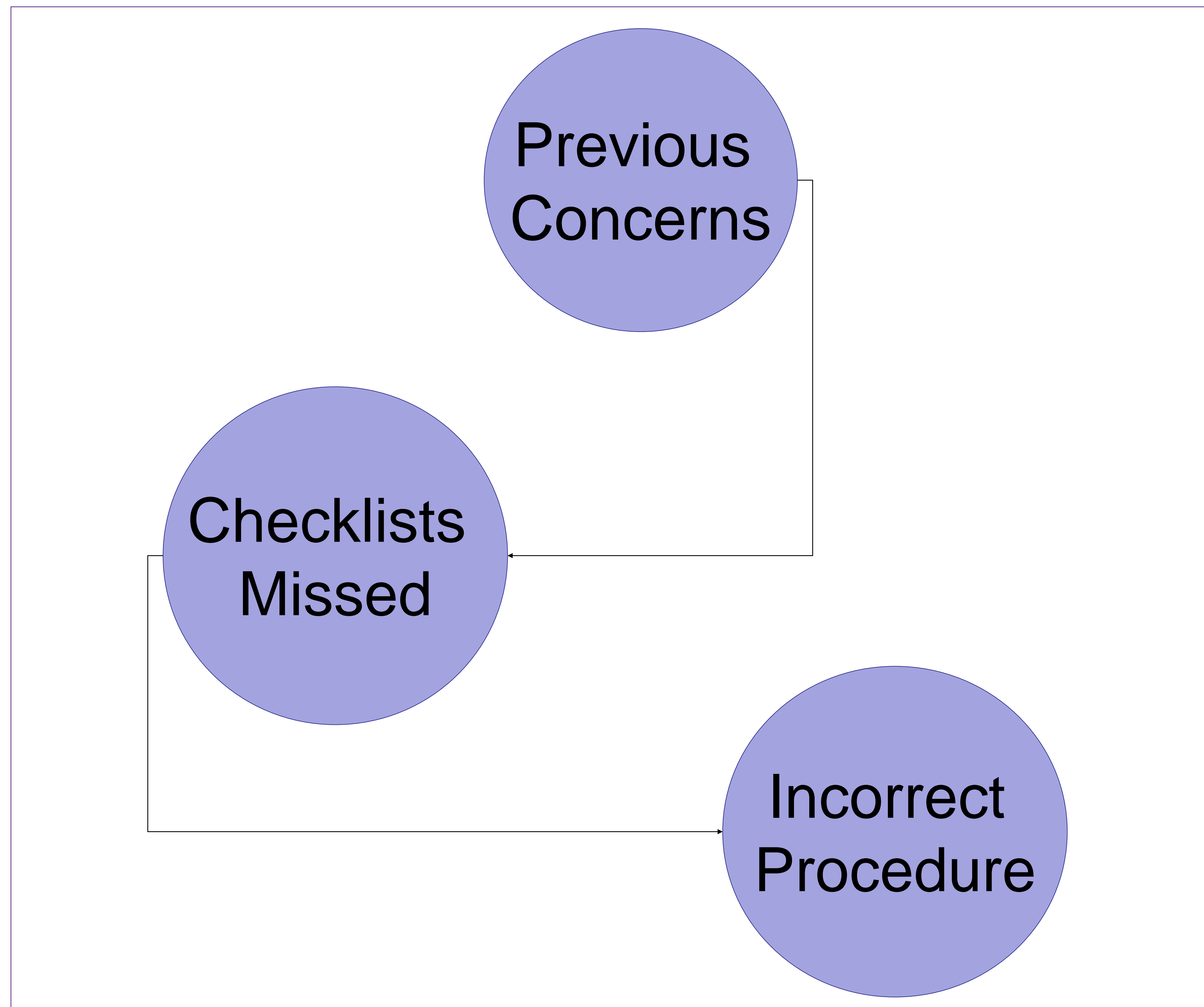
CARE EXPERIENCE SETTING



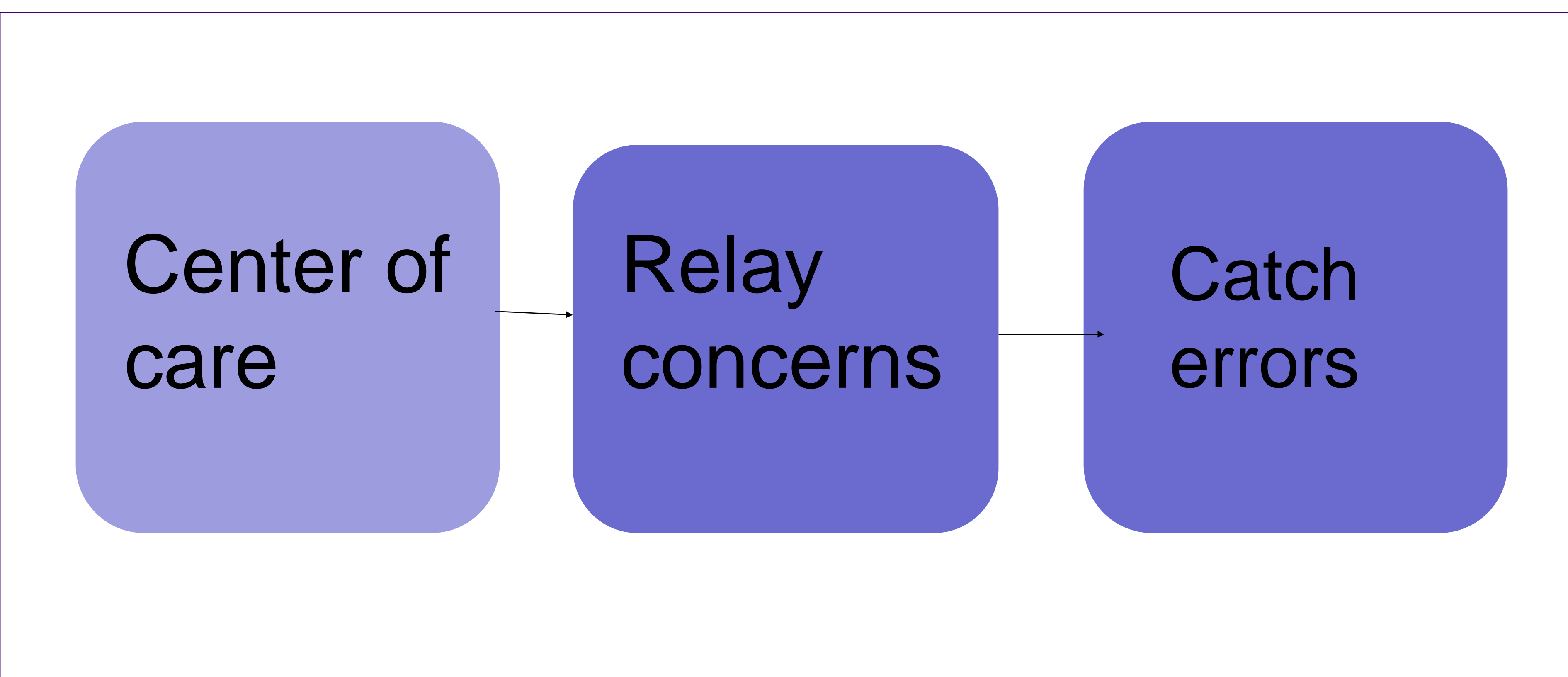
TOUCHPOINTS

- Patient reported during a prior surgery with the same physician, the wrong skin tag was removed.
- The patient expressed concern regarding a different skin tag.
- The physician asked the patient which tag she was concerned about and the patient pointed out the specific tag.
- Tag was removed

CARE EXPERIENCE REPORT



CARE GIVERS AND ROLE



STRENGTHS



OPPORTUNITIES

The physician did not ask the patient for her tag of concern to remove prior to her surgery under anesthesia in the hospital.

Additionally, the patient was not followed up with afterwards and was not able to voice her concerns about the wrong tag being removed.

RECOMMENDATIONS

