



Focus 15 Step Patient Process

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| Step 1 | Patient calls the Center |
| Step 2 | Patient is scheduled for an appointment (using Scheduling Line Script) |
| Step 3 | Patient receives a Confirmation Contact |
| Step 4 | Receptionist Greets Patient and Provides Information to Patient & Guests |
| Step 5 | Advocate Presents Limitations of Service & Obtains Permission to Contact (:04 minutes) |
| Step 6 | Advocate Performs Situational Assessment (:05-:07 minutes) |
| Step 7 | Advocate Presents Options (:04 minutes) |
| Step 8 | Little White Sheet/Patient Provides Sample (:03-:05 minutes) |
| Step 9 | Advocate and Patient Spiritual Discussion (:05-:07 minutes) |
| Step 10 | Nurse Presents Pregnancy Tests Results |
| Step 11 | Nurse Obtains Health History from Patient (:10-:12 minutes) |
| Step 12 | Nurse/Sonographer Performs Ultrasound (:05-:07 minutes) |
| Step 13 | Nurse Presents Personalized Solutions Assessment Using Exit Process (:10-:12 minutes) |
| Step 14 | Advocate Exit Process (:01-:02 minutes) |
| Step 15 | Follow Up |