

Business Process Matrix - EMR/PM Project

Workgroup	BP#	Business Process Name	Goal	Objective	Business Rules	Triggers	Task Sets	Inputs	Outputs	Outcomes
Family Planning	1	Client visit (new, annual, problem -male or female)	* Provide appropriate family planning services which meet the client's needs	* Complete medical history * Medical exam * Provide education * Provide a method of birth control, other reproductive information, and/or referral	* HIPAA * Title X (Family Planning Federal Guidelines) * NC Administrative rules * Federal Poverty Guidelines * Local Health Department policies and procedures * Title V (language assistance) * NC Board of Nursing Rules * NC Board of Pharmacy * Title VI (Civil Rights Act)	* Client registration complete	1. Greet client 2. Take vitals (height, weight, blood pressure), and calculate BMI 3. Complete patient history form 4. Continue Interview 5. Complete consent forms 6. Complete required forms 7. Assess immunization status/provide immunizations if needed 9. Exam room setup/preparation Provide method education 10. Review history, ask/answer questions 11. Conduct exam 12. *Perform lab tests (*order of lab test task set varies) 13. *Exit Interview (*order of exit interview task set varies) 13A. Share exam results 13B. Provide education 13C. Dispense medication 13D. Make necessary referrals 14. Complete encounter form	* Registration information * Exam supplies * Interpreter * Previous medical information	* Referrals * Follow-up appointment recommendation * Encounter form	* Complete medical history * Medical exam * Provide education * Provide a method of birth control and other reproductive information