Outpatient appointment process map

1. Patient and carer leave home to attend outpatient appointment.

2. Travel to hospital

3. Park car

4. Book in at reception

5. Waiting room

6. Observations taken (weight, BP, pulse)

7. Consultation

8. Book follow-up

9. Blood tests ordered

10. X-ray ordered

11. Return to car park and travel home

12. Patient and Carer arrive home.

Key

Ecological cost
1. Patient & carer travel: GHG, air pollution
2. Staff travel
3. Energy use (electricity, heating)
4. Medical supplies
5. Land use, biodiversity
6. Non-medical supplies
7. Waste disposal

Social cost
1. Patient & carer time
2. Staff time
3. Risk of patient harm

Financial cost
1. Equipment purchase and disposal
2. Travel costs (petrol/diesel)
3. Staff wages
4. Car park fees