

S	I	P	O	C
Key suppliers	Product and services delivered by suppliers	High-level steps of the process	Product or services delivered to the customer	Key internal or external customers
Patients Front Desk	Sign-In Forms Insurance Information Basic Medical History	Check-In	Completed Forms Medical History Details Used for Diagnosis	Physician Back Office
Patients Nurse/Tech	Medical Form/Record Patient Identification	Capture Vitals	Captured Vitals In Medical Record	Healthcare Provider
Patient Physician	Medical Details & Symptoms	Appointment	Diagnosis Followup Details Updated Notes on Medical Record	Patient Physician Back Office Insurance
Physician Pharmacy	Medical History Insurance Medicine Available	Prescription/Treatment	Followups Health Outcomes	Patient Physician Insurance Pharmacy
Patient	Payment Information Scheduling Info	Check-Out	Copay Collected Next Appointment Scheduled	Back Office
Back Office	Services Rendered Details Insurance Details Copay Details	Billing	Generated Bill Insurance Submission Full Payment	Patient Insurance Back Office