

# Instructional Scenario

## Efficiently Managing a Medical Office



**Course/Duty Area:** Medical Administration/Managing Office Activities

**Scenario:** The Community Health Clinic has been experiencing increased patient wait times, which has led to frustration among patients and staff. The clinic sees an average of 100 patients daily, and the current scheduling system is outdated, causing bottlenecks and inefficiencies. As the office manager, you are tasked with identifying the root causes of the delays and implementing solutions to improve patient flow and reduce wait times.

**Big Question:** How can patient flow be enhanced and reduce wait times in the busy medical clinic?

### Focused Questions:

1. What are the main factors contributing to increased patient wait times?
2. How can you optimize the scheduling system to better manage patient appointments?
3. What role can staff coordination play in improving patient flow?
4. How can technology, such as an electronic health system (EHR) system, help streamline administrative tasks?
5. What strategies can be implemented to enhance the overall patient experience?

### Outcomes:

- Improving patient flow and reducing wait times
- Enhancing communication between staff and patients
- Implementing a new electronic health record (EHR) system
- Managing inventory and supply chain for medical supplies

**Project-Based Assessment:** Develop a comprehensive plan to improve patient flow, including a new scheduling system, staff training programs, and technology integration.

### Teacher Resources:

- Articles and case studies on patient flow management
- Tutorials and guides on EHR systems
- Templates for project planning and report writing
- Evaluation rubrics for assessing the effectiveness of the proposed solutions

*Scenario submitted by Jane K. McMullen, Mertz Career and Technical Center at Bath County High School, Bath County Public Schools*