

## Content

Department Name: MPH – Care of the Older Patient

Process Name: Advice & Refer

### Change History:

Version	Draft	Date	Author	Comments
0.1	Y	24/01/25	Jenny Poole	First draft following To Be Flow from SG
1.0	N	27/01/25	Jenny Poole	Amendments and sign off from SG



**Improvement team**

● **Improve health** ● **Better care** ● **Lower costs**

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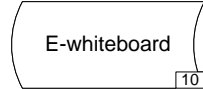
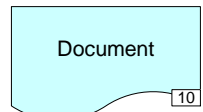
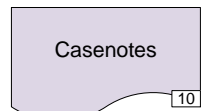
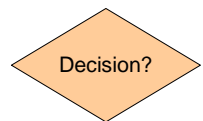



**Map 1** Care of the Older Patient – Advice & Refer – Urgent Calls & e-Opinion – To Be ..... **Page 5**


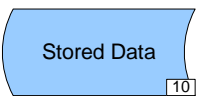




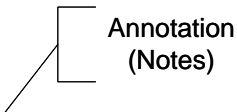
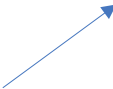




**Improvement team**


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# Legend


	Symbol used to Indicate the start or end of a process
	Symbol used to indicate an event, task or action
	Symbol used to indicate whiteboard actions
	Symbol used to indicate e-whiteboard actions
	Symbol used to indicate paper documents and proforma activity <b>excluding</b> patient Case Notes
	Symbol used to indicate Case Note activity
	Symbol used to indicate a decision point. The question is shown in the icon and there will be two options
	Symbol used to indicate a choice as to which path to take. There can be multiple outputs.
	Symbol used to indicate a point whereby all output paths should be actioned.
	Symbol used to illustrate <b>Diary/Whiteboard Updates</b> , labelled accordingly i.e Admission Diary = AD Receptionist Diary = RD Transfers Whiteboard = TW Patient Whiteboard = WB

	Symbol used to Indicate the start or end of a process
	Symbol used to indicate a system where data is captured inc. emails
	Symbol used to indicate a reporting point i.e. system generated reports or escalation points to management etc.
	Symbol used to indicate a link <b>to</b> another map
	Symbol used to indicate a link <b>from</b> another map
	Symbol used to illustrate link to <b>maps</b> within other Visio documents
	Symbol used to include a comment or additional information
	One-way arrow used to show sequence of events and what is produced by an event.
	Symbol used to illustrate multiple <b>issues</b> , numbered accordingly
	Symbol used to illustrate multiple <b>ideas</b> , numbered accordingly


# Legend

 Symbol used to Indicate Happy


 Defects

 Symbol used to Indicate Indifferent


 Over Production

 Symbol used to Indicate Unhappy

 Waiting

 Symbol used to Indicate Worried

 Un-utilised Skills

 Symbol used to Indicate Angry

 Transportation

 Inventory

 Motion

 Extra Processing

