

**Abstract Title:** Patient Journey Map and Timed Study in Primary Care Clinic During COVID Pandemic

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**Background:**

The ambulatory patient experience is influenced by the time a patient spends waiting for care, we aimed to identify the patient journey at the academic internal medicine clinic during COVID-19 pandemic.

**Methods:**

The study population consisted of consecutive patients that arrived for the afternoon ACC internal medicine resident clinic during November 2020 through December 2020 after a new registration process to facilitate COVID-19 precautions was implemented. Patients more than 30 minutes early or late were excluded. Data collected during November was prior to increase in EHealth visits, and in December was after an increase in EHealth visits related to COVID-19 precautions. Patients were followed from arrival until roomed and ready for a physician. The time spent at each step, if COVID-19 precautions were maintained, and observations were recorded. Patient journey maps were made using the averages of these times.

**Results:**

Prior to increase in EHealth visits, the average total time from arrival to being roomed was 50 minutes and 40 seconds. The most time was spent waiting on F-level after completing the registration process but waiting to be roomed. On average, patients waited 18 minutes and 30 seconds in the F-level waiting area. On observation notes, the longest waits occurred when there were no open physician rooms. After the increase in EHealth visits, the average total time from arrival to being roomed was 29 minutes and 20 seconds. Again, the most time was spent in the F-level waiting area, an average of 12 minutes and 20 seconds.

**Conclusion:**

This journey map showed the longest wait occurred after completion of the registration process but waiting to be roomed. Based on observations, this extended wait time was due to lack of available rooms secondary to intake, check out process, limited rooms assigned to residents, and other factors which require further study.