

Sample Environmental Scan

Check-in / Reception (average time: 1-2 min)	
What happens here:	Opportunities for Education:
<ul style="list-style-type: none"> • Parent checks in upon arrival. • Receptionist checks appapt. time and alerts RRegistration that parent has arrived. • Parent sits in Waiting Room until called by Registration. • Parent makes future appapt. before departure. 	<ul style="list-style-type: none"> • Receptionist could give parent a folder with developmental screening information and screening tools. • Receptionist can ask that parent complete tool prior to being seen by Physician.

Registration (average time: 5-10 min)	
What happens here:	Opportunities for Education:
<ul style="list-style-type: none"> • Registrar pulls patients chart. • Parent provides insurance information for registrar to process. • Parent sits in Waiting Room until called by Triage Nurse. 	<ul style="list-style-type: none"> • Triage room could have educational posters, <u>brochures</u>, and other fun, easy to read materials on developmental screening.

Triage (average time: 5 min)	
What happens here:	Opportunities for Education:
<ul style="list-style-type: none"> • Triage Nurse obtains growth parameters and vital signs. • Parent sits in Waiting Room until called by Physician. 	<ul style="list-style-type: none"> • Triage room could have educational posters on developmental screening.

Physician Visit (average time: 15-30 min)	
What happens here:	Opportunities for Education:
<ul style="list-style-type: none"> • Parent meets with physician for visit. • Physician obtains history and physical. • Physician provides patient education, anticipatory guidance, and, with patient, agree on future plan. • Patient may have lab work drawn by phlebotomist. • Parent returns to Reception to check-out and make future apppt(s). 	<ul style="list-style-type: none"> • Examination room could have educational posters displaying development screening info. • Physician can impart anticipatory guidance and patient education through reviewing folder of information that parent received. • Referrals can be arranged at check-out

Waiting Room (average time: varies, up to 1hr)	
What happens here:	Opportunities for Education:
<ul style="list-style-type: none"> • Parent waits to be called by Registration. • Parent waits to be called by Triage. • Parent waits being called by Physician. • While waiting, TV and toys are available for the parent. • While waiting, parenting magazines are available for the family. 	<ul style="list-style-type: none"> • Educational videos could be shown regarding developmental screening. • Educational coloring books and children's books could be available. • Parenting literature (books, magazines, and pamphlets) could be available. • Trained volunteers available in waiting room to help parents' complete tool and discuss DS. • Examination room could have educational posters displaying info related to developmental screening.

