Sample Process Map - Flow of Chart for Outpatient Clinic....... Date: dd/mm/yy 13 Missing Tracer Card Med records Staff get list for Clinic off Mark on List Complete Missing the system -Charts Form Clinic - 3-4 days Place Charts in Storage Area for Clinic Available Charts + Missing Charts List Print List of Patients for Clinic 16 Pull Charts Med Records Staff Collect Charts from Out-Secrs & Ward Receptionists **Patients** Clinic Med Records Library Yes - Chart is found Med Secrs file Reports/test Results in Charts before Clinic No - Chart not found Med Records Charts Staff Phone Med Secr or 18 Ward Receptionist Chart Med Secrs type Doctors Report & file in Chart Keep searching and Mark on involve others **Tracer Card** Med Records Staff Note Last Not Found Visit Location 20 narts Medical Records Mark on List for Clinic Place Charts in Search for Missing - Charts returned to Med Separate Storage Area Charts on PAS Outpatients Records - from 2 days Clinic ???? to a few weeks