**Visit to the Doctor’s Office: VA, NVA, and RNVA Activities**

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| **Situation:** Individual has an ear ache and needs to visit the doctor to get treatment. | | | | |
| **Day** | **Process Step** | **VA** | **NVA** | **RNVA** |
| **1** | * Calls doctor’s office in morning after waking up with an ear ache |  |  |  |
| * Listens to a computerized voice, which asks for basic information about name, DOB, reason for call., insurance information, name of primary care physician; Leaves a message; hears that a return call will be made within 4 hrs |  |  |  |
| * Waits 3.5 hours |  |  |  |
| * Receives return call; gives same information left on voice mail to receptionist |  |  |  |
| * Negotiates with receptionist for appointment to be ASAP, appointment is set for 4 days later |  |  |  |
| **2-4** | * Waits for appointment |  |  |  |
| **5** | * Wakes up and gets ready for doctor’s appointment |  |  |  |
| * Drives to doctor’s office |  |  |  |
| * Enters waiting room and lines up to get to front desk to speak to receptionist |  |  |  |
| * Gives same information to receptionist that was given to primary care physician |  |  |  |
| * Waits to see doctor |  |  |  |
| * See nurse when called in; nurse takes blood pressure, weight, and asks patient to put on exam gown; gets up on table |  |  |  |
| * Waits for doctor to come into exam room |  |  |  |
| * Engages in small talk with the doctor |  |  |  |
| * Tells doctor the problem |  |  |  |
|  | * Receives exam, prescription from doctor and referral to specialist |  |  |  |
| * Goes to front desk to make copay and leaves the office |  |  |  |
| * Calls specialist for appointment, which is in two days |  |  |  |
| * Goes to pharmacy to get prescription |  |  |  |
| **6** | * Waits for appointment |  |  |  |
| **7** | * Repeats same steps to get up, go to specialist’s office |  |  |  |
| * Sees specialist, who does treatment on ear and orders another prescription |  |  |  |
| * Goes to pharmacy to buy prescription |  |  |  |
| * Goes home, takes medicine |  |  |  |

CT = \_\_\_\_\_\_\_\_ NVAT= \_\_\_\_\_\_\_ Ratio of VAT/CT= \_\_\_\_\_\_\_\_\_\_\_

VAT= \_\_\_\_\_\_\_\_ RNVT= \_\_\_\_\_\_\_