Hassle Map

- Patients/Customer:
  - Apprehensive about tests/results
  - Communication about tests
  - Rescheduling patients
  - Randomized scheduling between departments
  - Wayfinding both to/in department, no imaging entrance
  - Pre-authorizations
  - Patient education: both inconsistent and lacking
  - Timeliness of reports and imaging results

- Staff:
  - Lack of call phone service in department
  - Lab results if not done at Autiman
  - Transport delays
  - Nurse & Monitor: Not enough nurses or monitoring

- Physicians:
  - Downtime of mobile equipment
  - Viewing results online
  - Medical malpractice issues
  - No follow-up process for incidental findings
  - Outside films/reports for comparison

- Physicians:
  - Physician orders: inconsistent, lack order, can’t find, etc.

- Cost/Benefit of imaging services:
  - Deductibles and/or expensive co-pays

- Fear of hospitals:
  - Transportation to appointment

- Parking:
  - Waiting, pay garage, cost of tickets, have same standard

- Sedation:
  - Patient education prior to exams