

UNIT Title: Optimizing Patient Flow and Data Integrity **Designer:** DW

Purpose: close a specific performance gap among front-desk clinic staff by standardizing patient check-in procedures, thereby eliminating critical data entry errors and significantly reducing waiting room bottlenecks **Seat-time:** 90

Content Hierarchy: Shows overall performance and ALL key knowledge/skills required to be competent ... highlight parts of hierarchy that will be covered in UNIT. Include at least 3 main branches and 3 levels for each branch.

