

### Specialty Referrals: Perfect Process Analysis

**Legend**

- Process
- Decision Point
- Start/End Point
- PT Lost in System
- Value Add Activity (V)
- Inspection/Verification (I)
- Data Entry/Storage (E)
- Data Querying (Q)
- Reminders (R)
- Scrap and Rework (S)
- Delay/Waiting (W)
- Travel (T)

**CLOSED LOOP REFERRAL MANAGEMENT SYSTEM**  
 \*\*Set up for cardiology and breast care but may not use this system\*\*

