

What Happens Between Check-In and Going Home

Operational orientation for a shared waiting-area screen — no patient information is ever displayed

AUDIENCE Patients and companions in the waiting area	PURPOSE Reduce uncertainty and repeated front-desk questions	ESSENTIAL POINTS READABLE WITH SOUND OFF Yes	CONTAINS PATIENT DATA No — public content only
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THE SIX STEPS			
STEP	WHAT HAPPENS	WHAT YOU DO	TYPICAL TIME
1. Check in	You confirm your identity and insurance at the kiosk or with the front desk.	Have your identification and insurance card ready. Tell us if anything changed.	3–5 minutes
2. Waiting area	You wait for a room. Wait times vary because visit lengths vary.	Ask the front desk for the current estimate. It is a fair question and we will answer it.	Varies
3. Rooming	A medical assistant takes your vital signs, reviews your medicines, and asks the reason for your visit.	This is the right moment to mention everything you want to cover.	5–10 minutes
4. Your clinician	Your clinician reviews, examines, discusses, and plans with you.	Ask your most important question first. Ask for anything to be repeated.	15–40 minutes
5. Any tests or procedures	Blood draw, imaging, an injection, or a procedure, if ordered.	Ask when results will be available and how you will receive them.	Varies
6. Check out	You receive a visit summary, any prescriptions are sent, and follow-up is scheduled.	Before you leave, confirm the plan, the next appointment, and who to call.	3–5 minutes

WHY THE WAIT IS SOMETIMES LONG

- A patient ahead of you needed more time than expected. We do not cut those visits short, and we will not cut yours short either.
- An urgent situation was added to the schedule.
- An earlier appointment arrived late and shifted the schedule.
- Mornings and the hour after lunch are typically the shortest waits.

If you have been waiting longer than you expected, please ask at the desk. We would rather tell you than have you sit and wonder.

THINGS YOU CAN ASK FOR AT ANY TIME

- A free interpreter, in more than 200 languages including ASL
- Written materials in large print or another format
- A wheelchair or assistance getting to a room
- A quieter place to wait, if the waiting area is difficult for you
- Water, or a restroom
- Help using the patient portal
- A current estimate of your wait time

WHAT THIS SCREEN WILL NEVER SHOW	
NEVER DISPLAYED HERE	WHY
Patient names or initials	A shared screen is a public space
Appointment times or the schedule	Presence at a clinic is itself sensitive information
Any diagnosis, result, or clinical information	This is public education only
Photographs of patients	No patient imagery is used in this content
Content targeted to an individual	Nobody in this room is identified or tracked

Patient-specific information is available only through the patient portal or directly from staff, never on a shared display.

FICTIONAL SPECIMEN. Cedar Point Community Health, its process, and its timings are invented for demonstration only. This is not a real facility policy and not medical advice.