Exercise-8-Optional/Bonus

A laboratory, called, "LabOne", wants to improve its business and current processes to serve its patients better.

Currently, a patient that requires a lab test, they bring the lab tests they require from their doctor, written on a piece of paper, called lab-order. The patient may ring the receptionist at LabOn, to take an appointment, where then they given a specific time to come to LabOne and also based on their required lab tests, they are given instructions on things they should do (e.g. to fast for a fasting-sugar lab-test) prior to coming to labOne. Patients may also come directly to LabOne, without appointment, but then they get served based on first-come-first-serve basis. If their required lab tests require them to do things prior to taking particular lab-tests, the receptionist gives an appointment to return to LabOne on a different day.

LabOne wants to improve the above process, so that, when a patient requires a recurring lab-test (e.g. Hb1c every 3-month, for diabetic patients), the receptionist asks them to record their contact details (including mobile number and email), their recurring lab-tests and their health condition, if they accept to be contacted (as some may not wish to be contacted or give their mobile number or email). The system should then automatically generate reminders for all patients, a 1-week before their next recurring lab-test is due.

The lab manager, daily at 10am, reviews all generated reminders. The lab technician then chooses which reminders to write an email or SMS message to send, to invite patients to ring LabOne to make an appointment for their respective recurring lab-test (the lab manager may not choose some reminders, because some patients may be too old or too ill and require special arrangements).

Draw the AS-IS and TO-BE process models for the above scenario, using pools, lanes and correct BPMN notations.

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