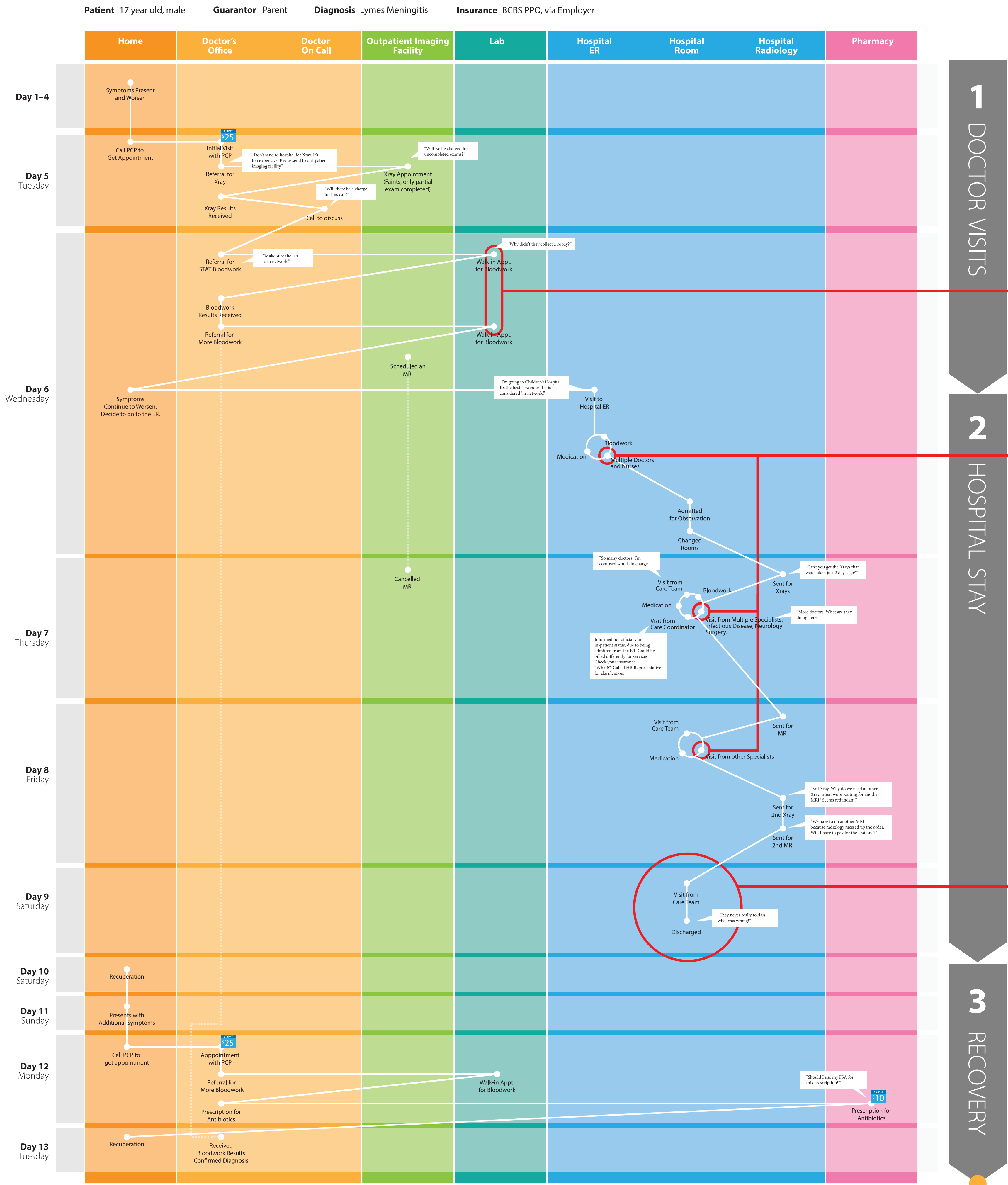


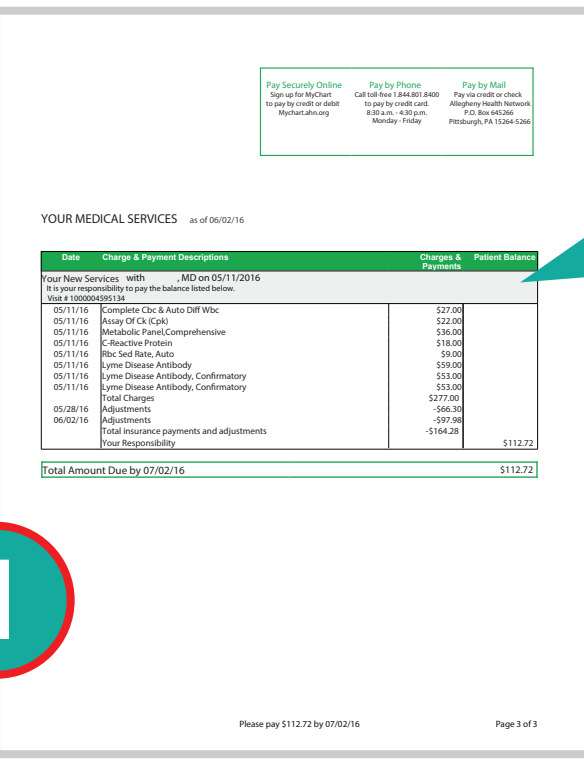
JOURNEY MAP

The experience of one patient through a health event, the medical system, and the billing process.



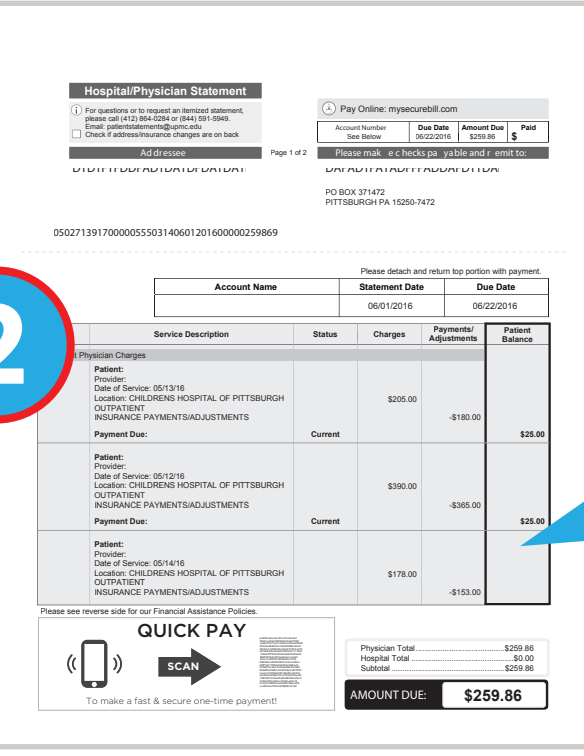
Medical Bills

Sample medical bills and the challenges they presented to a good patient journey.



Oh, nice! The bills consolidates both visits into one statement.

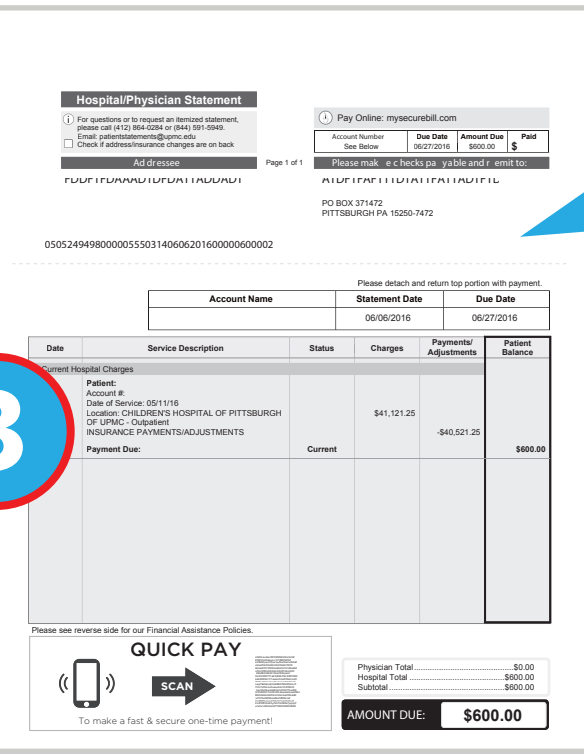
Some of the charges seem to be duplicates—same date, same cryptic description, same fee. Is this a mistake?



Lists 2 doctors for 3 dates of service, but I don't know who they are or what part of the care they provided.

I see "Out Patient" listed. Is that what the care coordinator was talking about?

This is the first of how many hospital bills? Can I wait to pay until i receive all the other bills, so I can understand all the charges?"



\$40,000!!! How can that be? Something is wrong with healthcare.

There is no detail for what these charges are for. Does this include the visit to the ER?

The date of service is the last day in our hospital stay. Does that mean this bill is for all hospital charges? Will we receive more bills?

Patient thinks about health events sequentially by date or days—"First I did this, then I saw the doctor. After that, I had a test." Patient groups smaller events and timeframes into larger categories that is meaningful to him.