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|---------------------------------------------------|--------------------------------------------------------|--------------------------------------|------------------------------------------------|----------------------------------------|
| <b>B</b>                                          | <b>I</b>                                               | <b>N</b>                             | <b>G</b>                                       | <b>O</b>                               |
| STUTZ<br>SPACE                                    | AFTER<br>430<br>PHONE<br>RINGS                         | ECC<br>CALL                          | PT.<br>WANTS<br>AN FLU<br>SHOT                 | PATIENT<br>COUGHED<br>IN YOUR<br>FACE  |
| CAN'T<br>FIND MY<br>PATIENT                       | SAYS ILL<br>PUT YOU ON<br>THE PHONE<br>WITH A<br>NURSE | PHONE<br>RINGS<br>AT 430             | ASSISTED<br>LIVING<br>CALLED<br>ABOUT A<br>PT. | PT. ON<br>PHONE<br>DURING<br>VISIT     |
| SAMPLES<br>BEING<br>DELIVERED                     | TICK<br>BITE                                           | FREE<br>SPACE                        | CALL<br>FOR<br>REFILLS                         | LAB<br>ORDERS<br>NEED<br>PUT IN        |
| MISSED<br>VENIPUTURE<br>BECAUSE<br>PT.<br>WIGGLED | ROUTED<br>A CALL<br>TO<br>CLINICAL                     | NURSES<br>UPSET<br>ABOUT<br>SCHEDULE | KICKED<br>BY A<br>CHILD                        | PHARMACY<br>CALL                       |
| HAD TO<br>TRANSFER<br>A URINE<br>SAMPLE           | CALL<br>FROM<br>ROCCO                                  | PT.<br>DOESNT<br>HAVE<br>MYCHART     | WEARING<br>THE<br>COLOR<br>BLUE                | CHEWED<br>OUT BY<br>A FAMILY<br>MEMBER |

|                                                   |                                                |                                       |                                                        |                                         |
|---------------------------------------------------|------------------------------------------------|---------------------------------------|--------------------------------------------------------|-----------------------------------------|
| <b>B</b>                                          | <b>I</b>                                       | <b>N</b>                              | <b>G</b>                                               | <b>O</b>                                |
| TICK<br>BITE                                      | ASSISTED<br>LIVING<br>CALLED<br>ABOUT A<br>PT. | PT.<br>WANTS<br>AN FLU<br>SHOT        | CAN'T<br>FIND MY<br>PATIENT                            | PHONE<br>RINGS<br>AT 430                |
| ECC<br>CALL                                       | WEARING<br>THE<br>COLOR<br>BLUE                | PATIENT<br>COUGHED<br>IN YOUR<br>FACE | CALL<br>FROM<br>ROCCO                                  | PT. ON<br>PHONE<br>DURING<br>VISIT      |
| MISSED<br>VENIPUTURE<br>BECAUSE<br>PT.<br>WIGGLED | CALL<br>FOR<br>REFILLS                         | FREE<br>SPACE                         | LAB<br>ORDERS<br>NEED<br>PUT IN                        | AFTER<br>430<br>PHONE<br>RINGS          |
| KICKED<br>BY A<br>CHILD                           | PT.<br>DOESNT<br>HAVE<br>MYCHART               | STUTZ<br>SPACE                        | CHEWED<br>OUT BY<br>A FAMILY<br>MEMBER                 | ROUTED<br>A CALL<br>TO<br>CLINICAL      |
| NURSES<br>UPSET<br>ABOUT<br>SCHEDULE              | PHARMACY<br>CALL                               | SAMPLES<br>BEING<br>DELIVERED         | SAYS ILL<br>PUT YOU ON<br>THE PHONE<br>WITH A<br>NURSE | HAD TO<br>TRANSFER<br>A URINE<br>SAMPLE |

|                         |                                       |                                    |                                            |                                |
|-------------------------|---------------------------------------|------------------------------------|--------------------------------------------|--------------------------------|
| <b>B</b>                | <b>I</b>                              | <b>N</b>                           | <b>G</b>                                   | <b>O</b>                       |
| CALL FROM ROCCO         | PT. DOESNT HAVE MYCHART               | ASSISTED LIVING CALLED ABOUT A PT. | PHARMACY CALL                              | CALL FOR REFILLS               |
| STUTZ SPACE             | MISSED VENIPUTURE BECAUSE PT. WIGGLED | NURSES UPSET ABOUT SCHEDULE        | SAYS ILL PUT YOU ON THE PHONE WITH A NURSE | PATIENT COUGHED IN YOUR FACE   |
| SAMPLES BEING DELIVERED | CHEWED OUT BY A FAMILY MEMBER         | FREE SPACE                         | ROUTED A CALL TO CLINICAL                  | KICKED BY A CHILD              |
| TICK BITE               | PT. ON PHONE DURING VISIT             | PT. WANTS AN FLU SHOT              | WEARING THE COLOR BLUE                     | ECC CALL                       |
| LAB ORDERS NEED PUT IN  | AFTER 430 PHONE RINGS                 | PHONE RINGS AT 430                 | CAN'T FIND MY PATIENT                      | HAD TO TRANSFER A URINE SAMPLE |