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|-----------------------------------------------------------|------------------------------------------|---------------------------------------------|---------------------------|-------------------------------------------------------------|
| <b>B</b>                                                  | <b>I</b>                                 | <b>N</b>                                    | <b>G</b>                  | <b>O</b>                                                    |
| WE NEED<br>ANOTHER<br>NURSE                               | AMY                                      | HELEN                                       | PT IS<br>CALLING<br>AGAIN | LMOM                                                        |
| HAVE<br>YOUR<br>PHARMACY<br>CALL US                       | TRACY                                    | MY<br>COMPUTER<br>IS FROZEN<br>AGAIN        | ANNE                      | THE<br>COPIER<br>IS<br>JAMMED                               |
| YOU NEED AN<br>APPT<br>BEFORE YOU<br>CAN HAVE A<br>REFILL | ASHLEY                                   | FREE<br>SPACE                               | MICHELLE                  | I WAS<br>CHEWED<br>OUT BY<br>PARENTS<br>AGAIN               |
| ELLEN                                                     | LAURA                                    | PT.<br>FORGOT<br>TO FAST<br>FOR LAB<br>WORK | LINDSAY                   | PLS ALLOW 2<br>WEEKS FOR<br>PAPERWORK<br>TO BE<br>COMPLETED |
| STEPHANIE                                                 | I HAVE<br>TOO MANY<br>TASKS IN<br>MY BOX | HOW LONG<br>DID THE<br>SEIZURE<br>LAST?     | LOST<br>PATIENT<br>CHART  | CALLED<br>MD TO<br>QUESTION<br>ORDER                        |

|                                                           |                                               |                                            |                               |                                                             |
|-----------------------------------------------------------|-----------------------------------------------|--------------------------------------------|-------------------------------|-------------------------------------------------------------|
| <b>B</b>                                                  | <b>I</b>                                      | <b>N</b>                                   | <b>G</b>                      | <b>O</b>                                                    |
| MICHELLE                                                  | LMOM                                          | ASHLEY                                     | THE<br>COPIER<br>IS<br>JAMMED | CALLED<br>MD TO<br>QUESTION<br>ORDER                        |
| PT.<br>FORGOT<br>TO FAST<br>FOR LAB<br>WORK               | I WAS<br>CHEWED<br>OUT BY<br>PARENTS<br>AGAIN | LAURA                                      | TRACY                         | ANNE                                                        |
| YOU NEED AN<br>APPT<br>BEFORE YOU<br>CAN HAVE A<br>REFILL | PT IS<br>CALLING<br>AGAIN                     | FREE<br>SPACE                              | LOST<br>PATIENT<br>CHART      | HAVE<br>YOUR<br>PHARMACY<br>CALL US                         |
| HELEN                                                     | MY<br>COMPUTER<br>IS FROZEN<br>AGAIN          | STEPHANIE                                  | ELLEN                         | PLS ALLOW 2<br>WEEKS FOR<br>PAPERWORK<br>TO BE<br>COMPLETED |
| AMY                                                       | WE NEED<br>ANOTHER<br>NURSE                   | YOUR<br>INSURANCE<br>MIGHT NOT<br>COVER IT | HEADING<br>TO<br>CLINIC       | HOW LONG<br>DID THE<br>SEIZURE<br>LAST?                     |

|                                      |                                            |                                                             |                                                           |                             |
|--------------------------------------|--------------------------------------------|-------------------------------------------------------------|-----------------------------------------------------------|-----------------------------|
| <b>B</b>                             | <b>I</b>                                   | <b>N</b>                                                    | <b>G</b>                                                  | <b>O</b>                    |
| MICHELLE                             | HAVE<br>YOUR<br>PHARMACY<br>CALL US        | PLS ALLOW 2<br>WEEKS FOR<br>PAPERWORK<br>TO BE<br>COMPLETED | HEADING<br>TO<br>CLINIC                                   | ANNE                        |
| AMY                                  | YOUR<br>INSURANCE<br>MIGHT NOT<br>COVER IT | HELEN                                                       | YOU NEED AN<br>APPT<br>BEFORE YOU<br>CAN HAVE A<br>REFILL | ELLEN                       |
| TRACY                                | STEPHANIE                                  | FREE<br>SPACE                                               | LINDSAY                                                   | PT IS<br>CALLING<br>AGAIN   |
| CALLED<br>MD TO<br>QUESTION<br>ORDER | LOST<br>PATIENT<br>CHART                   | LAURA                                                       | I WAS<br>CHEWED<br>OUT BY<br>PARENTS<br>AGAIN             | ASHLEY                      |
| THE<br>COPIER<br>IS<br>JAMMED        | LMOM                                       | HOW LONG<br>DID THE<br>SEIZURE<br>LAST?                     | MY<br>COMPUTER<br>IS FROZEN<br>AGAIN                      | WE NEED<br>ANOTHER<br>NURSE |