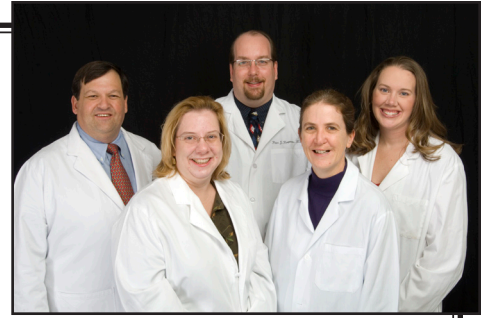


WELCOME TO UNIVERSITY PHYSICIANS-SMILEY LANE MU'S NEWEST FAMILY MEDICINE CLINIC

As you tour the clinic, please take a moment to notice some of the features we've incorporated to enhance the health care experience we provide our patients.



— WARM AND FRIENDLY RECEPTION AREA —

The reception room is large and spacious; we want our patients to feel comfortable as they wait for their appointments. We eliminated glass between staff and patients to make the check-in experience more friendly and inviting.

The check-out station is located in a hallway behind and out of sight of the check-in desk; this allows patients to make billing arrangements and schedule future appointments in a quiet, private space.

The clinic is hard-wired, and we plan to install kiosks where patients can check-in independently. The kiosks will also provide access to educational resources, which patients and other family members can view while waiting.

— ONE-STOP SHOPPING FOR HEALTH CARE NEEDS AND SERVICES —

A pharmacy – conveniently located inside the clinic – is one of the first and only pharmacies in this part of town. A drive-through window allows patients to wait comfortably in their cars while their prescriptions are filled.

With lab and radiology services available in our clinic, patients can stay on-site for x-rays and/or blood work, if needed.

Our community room provides a large and comfortable meeting space for patient education classes and focus groups.

— CALM AND STRESS-FREE PATIENT CARE ENVIRONMENT —

We've incorporated a "frontstage/backstage" concept to keep our patient care area calm and quiet:

We keep our hallways free of clutter and other distractions so that the walk from the waiting room to the exam/consult room is stress-free for patients; they should not feel like they're on public display for those who work in our clinic.

The patient enters the exam room frontstage through one door, while the doctor enters from backstage, through a door located on the opposite side of the room. The backstage space includes the nurses' work area as well as storage for medicines and other clinical supplies. Nurses and doctors can make private calls to patients and other health care providers in the clinic's backstage space.

— INNOVATIVE AND FUNCTIONAL EXAM/CONSULT ROOMS —

Exam/consult rooms are large with an innovative design to improve the health care experience for patients and providers:

An exam table and other clinical equipment are located on the exam side of the room. The consult side of the room, where most of the physician-patient interaction occurs, includes a large computer monitor and chairs for physicians and patients to sit and discuss health issues. A curtain can be drawn to separate the two areas of this room.

Computer terminals, available in every room, are an important resource for clinic staff, physicians, and patients:

Clinical staff take the patient's blood pressure, height and weight measurements, and temperature in the exam room, rather than in a central location, to ensure patient privacy and comfort. They record this information electronically, along with current medications and family history, into the patient's EMR before the physician enters the room.

Computers help physicians, too, by making it easier to share health information, such as lab results or x-rays reports, with patients and their families after they've completed the physical exam.

Patients can view educational materials – accessible via the web or on DVD – on these large computer monitors.