Observer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Observed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Job description: RN, MA, other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_ \_\_ / \_\_ \_\_ / 2 0 \_\_ \_\_

Instructions:

* Do not interrupt staff workflow by talking or offering to help.
* Save questions for between patients
* Introduce yourself to the patient and state you are here to quietly observe as part of course on managing clinics.
* Follow staff closely, without being intrusive, so you can capture data below.

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| Activity | Time | Physical location | Computer: what program, or if EHR, what section of EHR is displayed? |
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