

Describe one task.

So precisely that a new colleague could do it without asking a single question.

Task	Owner
How often	Time per case

1 What arrives, and from whom?

Requests, documents, calls, emails. Who sends them?

2 In which formats does it arrive?

Paper, PDF, portal, fax, phone, free text.

3 What gets checked, and against what?

Rules, lists, systems, the experience in someone's head.

4 What typically goes wrong, and when?

The exceptions. Ask the most experienced person, not the manual.

5 Who decides when it is unclear?

Name a person, not a department.

6 Where does a person stay in for good?

Judgement, liability, the relationship with the customer or patient.

An agent could do

A person keeps