Parent enters clinic

Number given to parent by the queue marshal as they walk in

Clinic card left with clerk to find child’s folder

First waiting period

Folder given to parent, sent to child health section

Second waiting period

Child seen by nurse for well-baby check (weight, vit. A, deworming), sent back to child health section

Third waiting period

Parent leaves clinic

If child is due for their 9 month immunisation, sent directly to child health section

OR

FAST-TRACKED PROCESS

Average clinic cycle time = 2.5 hours