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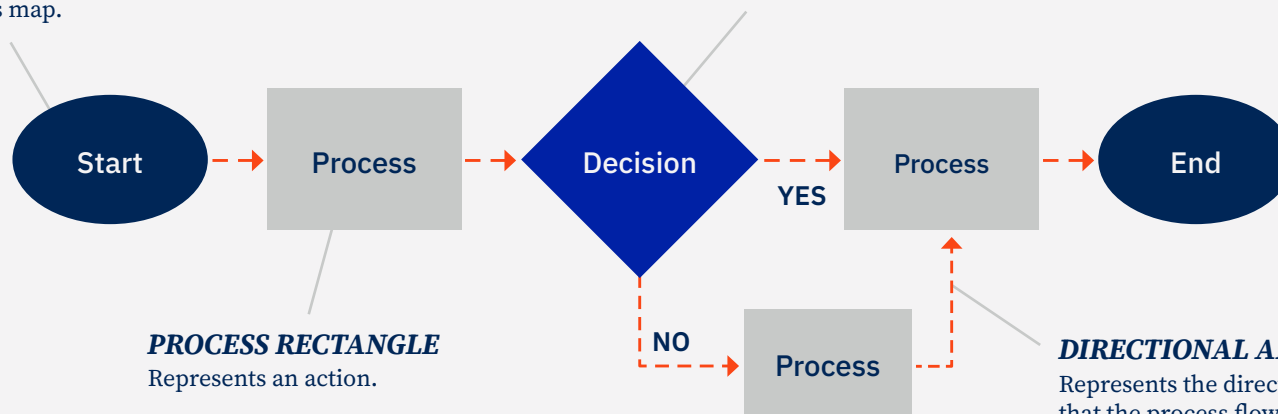
PROCESS MAPPING

DECISION DIAMOND
Represents a choice. It will have at least two arrows, usually marked with "yes" or "no", that lead to further decisions, prospects, or terminators.

TERMINATOR OVAL
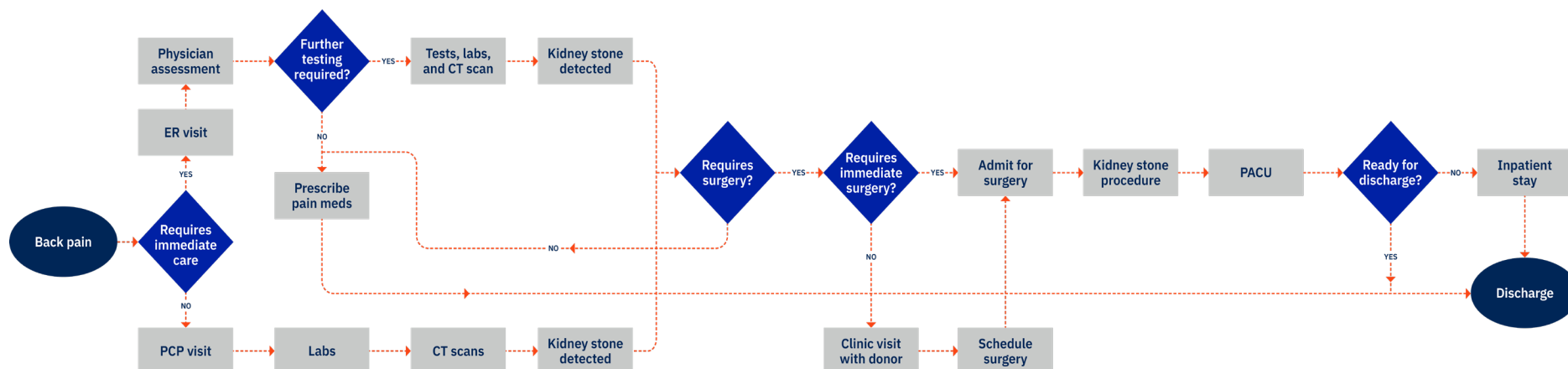Represents the beginning and end of the process map.

Start → **Process** → **Decision** —YES→ **Process** → **End**

Decision —NO→ **Process**

PROCESS RECTANGLE
Represents an action.

DIRECTIONAL ARROW
Represents the direction that the process flows.

Example Map

Back pain → Requires immediate care
- YES → ER visit → Physician assessment → Further testing required?
  - YES → Tests, labs, and CT scan → Kidney stone detected
  - NO → Prescribe pain meds
- NO → PCP visit → Labs → CT scans → Kidney stone detected

Requires surgery?
- YES → Requires immediate surgery?
  - YES → Admit for surgery → Kidney stone procedure → PACU → Ready for discharge?
    - NO → Inpatient stay → Discharge
    - YES → Discharge
  - NO → Clinic visit with donor → Schedule surgery
- NO → Discharge

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Refer to the process map example and quick key to guide your process mapping.

Quick Key

⬭	Terminator Oval
▭	Process Rectangle
- - -▶	Directional Arrow
◇	Decision Diamond