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| **Process** (activity and why you do it) |
| **Input** (demographics, case notes, time, etc.) | **Tools & Templates used** (forms to be completed, assessments, etc.) | **Communication**(alerts, notifications, message, integration) |
| **Who is involved** | **Outputs** (reports, letters, emails) | **Notes (**unique requirements, reasons for decisions) |
| **Rules** (business rules that apply) |