Labels	Activity	Service ID
CLINICAL REGISTRATION	work arrival	1.001
	entry gate	1.002
	Medical Report and discharges RCOVIS*	1.003
	employee point control	1.004
	telephone absence justification	1.005
	Medical Report and Medical Documents	1.006
	signature conference of medical reports	1.007
	supervision of healthcare services and statistics	1.008
	Medical Report filing	1.009
	appointment center monitoring	1.010
	medical report filing	1.011
	medical report signing	1.012
	medical report collection and report standardization	1.013
	signature of the medical report	1.014
	medical care in rooms scheduling	1.015
	medical care in rooms scheduling	1.016
	medical report and income date change	1.017
	exit point	1.018
	work closing	1.019
MEDICAL ADULT EMERGENCY	work arrival	10.001
	pick up clean uniform	10.002
	work uniform	10.003
	entry point	10.004
	Jacap PPE* in entry into the flu room	10.005
	Jacap PPE* in entry into the flu room and exams	10.006
	care for patients under observation	10.007
	disposal PPE	10.008
	Jacap PPE* service	10.009
	care guidance and filling out the medical record	10.010
	shift change	10.011
	work closing	10.012
	checking procedures of medical records and exams	10.013
	care for patients under observation	10.014
	Jacap PPE	10.015
	care for patients with unstable emergencies	10.016
	care for patients with contagious infection	10.017
	care for trauma patients	10.018
	medication	10.019
	prescription verification and medication withdrawal	10.020
	checking medical records and calling the patient	10.021
	medical care in rooms	10.022
	triage and 1st emergency care	10.023
	social service request	10.024
	medical care	10.025
	endoscopy room	10.026
	by electroencephalogram	10.027
	medication	10.028
	ECG* ship	10.029
	lab sample	10.030
	non-urgent triage	10.031
	non-emergency patient waiting	10.032
	care for patients with stable emergency	10.033
	room request	10.034
	medical care	10.035
	team delivery	10.036
	exit point	10.037
	work closing	10.038
	deposit used uniform	10.039
	work closing	10.040
SECURITY	work arrival	11.001
	team uniform	11.002
	entry point	11.003
	Security and control of security guards entry point	11.004
	service order	11.005
	leader-ship guidance	11.006
	work arrival	11.007
	triage of ambulances and AED entry	11.008
	triage of ambulances AED entry and orientation	11.009
	security shift change	11.010
	work closing	11.011
	deposite uniforme	11.012
	work closing	11.013
EQUIPMENT MAINTENANCE	work arrival	12.001
	entry point	12.002
	maintenance request	12.003
	maintenance service details	12.004
	pick up equipment at the maintenance base	12.005
	equipment and furniture cleaning in the environment	12.006
	preventive cleaning (monthly)	12.007
	air conditioning (AC) drain clean and repair	12.008
	AC evaporator fan cleaning	12.009
	AC evaporator electronic board reset	12.010
	AC evaporator gas pressure measurement	12.011
	AC evaporator fan motor (ventilation motor)	12.012
	AC evaporator refrigerant fluid recharge	12.013
	AC evaporator electronic board replacement	12.014
	cleaning equipment at the maintenance base	12.015
	work closing	12.016
NUTRITION	work arrival	13.001
	pick up clean uniform	13.002
	wear uniform	13.003
	entry point	13.004
	Food supply requests and food distribution	13.005
	prescription form processing and food reservation	13.006
	dietary prescriptions collection in the PEDS*	13.007
	dietary prescriptions collection in the ICUPD	13.008
	dietary prescriptions collection in the ASDT*	13.009
	dietary prescriptions collection in flu room	13.010
	dietary prescriptions collection	13.011
	diets definition (based on stocks)	13.012
	diets definition (based on stocks)	13.013
	food delivery and quality control	13.014
	food separation used in plate assembly	13.015
	food separation in the plate assembly	13.016
	IV's distribution in the PED	13.017
	food separation in plate assembly in the PED	13.018
	IV's delivery to the flu room	13.019
	IV's distribution to the flu room	13.020
	food delivery to the PED	13.021
	receipt of the lactating request	13.022
	lactating preparation	13.023
	food delivery to the	13.024
	food supplies storage	13.025
	inventory food control	13.026
	food supplies request	13.027
	food supply order	13.028
	exit point	13.029
	work closing	13.030
	deposit used uniform	13.031
	work closing	13.032
AED CONSUMPTION MATERIALS REPLACEMENT	work arrival	15.001
	pick up clean uniform	15.002
	wear uniform	15.003
	entry point	15.004
	daily distribution for AED staff	15.005
	verification of AED consumption material demands	15.006
	service orders issuance for hospitality	15.007
	verification of AED consumption material demands	15.008
	broken clinical equipment replacement	15.009
	consumables inventory check	15.010
	consumables inventory (monthly inventory)	15.011
	used reusable consumption material collection	15.012
	delivery of material collected for sterilization	15.013
	used reusable consumption material storage	15.014
	disrobed consumption material storage	15.015
	pick up common consumption material	15.016
	pick up common consumption material	15.017
	oxygen and material check in the ambulances	15.018
	AED's equipment and material check in the ambulances	15.019
	office and computer supplies replacement in the AED	15.020
	exit point	15.021
	deposite uniforme	15.022
	deposite uniforme code	15.023
	work closing	15.024
NURSING ADULT EMERGENCY	work arrival	16.001
	pick up clean uniform	16.002
	wear uniform	16.003
	entry point	16.004
	daily distribution of AED activity and staff	16.005
	AED staff meeting	16.006
	AED staff meeting	16.007
	AED staff points control	16.008
	AED staff points control (for email, calls, etc.)	16.009
	completing monthly report sheets	16.010
	nursing care supervision in AED	16.011
	nursing care supervision in AED	16.012
	care for patients under observation in reception	16.013
	spontaneous demand for the AED	16.014
	spontaneous demand triage	16.015
	patient's medical file and exams received	16.016
	patient classification and referral	16.017
	lethal clinical care	16.018
	care for trauma	16.019
	surveying out the exams	16.020
	medical diagnosis and stable patient prescription	16.021
	medical care in rooms	16.022
	nursing care for stable patients	16.023
	nursing care for unstable patients	16.024
	care for patients with contagious diseases	16.025
	nursing care for trauma patients	16.026
	medication preparation	16.027
	medical care in rooms	16.028
	materials replacement	16.029
	medical care in rooms	16.030
	waste removal - dirty materials center AED	16.031
	exit point	16.032
	depose uniform	16.033
	deposit used uniform	16.034
	work closing	16.035
HOSPITALITY AND CLEANING	work arrival at the hospitality service hand	17.001
	work arrival at hospitality staff	17.002
	hospitality staff meeting	17.003
	satisfaction survey	17.004
	satisfaction survey report	17.005
	hospitality staff equipment inspection	17.006
	hospitality staff points control	17.007
	outsourced hospitality service management	17.008
	hospitality service management	17.009
	pest control management	17.010
	hospital waste service management	17.011
	hospital waste collection and separation	17.012
	Hospital waste removal from the AED	17.013
	hospital waste collection	17.014
	Hospital waste deposit at the waste center	17.015
	hospital waste collection and separation	17.016
	hospital waste types selection and separation	17.017
	common waste deposit	17.018
	Hospital waste collection deposit	17.019
	chemical hospital waste deposit	17.020
	outsourced cleaning staff control	17.021
	cleaning equipment inspection	17.022
	pick up PPE staffing	17.023
	cleaning modules preparation	17.024
	cleaning of AED environments	17.025
	cleaning of AED environments	17.026
	cleaning of circulations	17.027
	cleaning materials purchase request	17.028
	cleaning materials purchase reception	17.029
	cleaning supplies stock	17.030
	cleaning and disinfectant consumables	17.031
	work closing	17.032
PROCUREMENT AND LOGISTICS	work arrival	18.001
	entry point	18.002
	Medical equipment occurrence analysis	18.003
	physical modification proposals analysis	18.004
	forwarding internal services	18.005
	Medical equipment purchase request	18.006
	request proposal approval	18.007
	maintenance service chart	18.008
	Medical equipment PPE	18.009
	repair site inspection	18.010
	repair material request	18.011
	Medical equipment maintenance service	18.012
	purchased material reception	18.013
	pick up material and equipment	18.014
	water system repair request execution	18.015
	water system repair request execution	18.016
	electrical system repair request execution	18.017
	electrical system repair request execution	18.018
	equipment and furniture transportation	18.019
	locksy repair request execution	18.020
	building repair request execution	18.021
	equipment and furniture maintenance repair service	18.022
	equipment and furniture removal for the warehouse	18.023
	equipment and furniture removal from warehouse	18.024
	equipment and furniture return for the warehouse	18.025
	equipment and furniture return for the use place	18.026
	air conditioning (AMC*) inspection	18.027
	work closing	18.028
	work closing	18.029
LAUNDRY AND LINEN	work arrival and entry point	19.001
	entry point	19.002
	dehumid clothes weighing	19.003
	sorting of rags (large)	19.004
	sorting of rags (large) (medium)	19.005
	linen for distribution start	19.006
	linen for distribution start in the PED	19.007
	hospital linen replacement in the flu room	19.008
	hospital linen replacement in the PED	19.009
	return to the clean linen sector	19.010
	dirty laundry collection start	19.011
	pick up collection rags (small)	19.012
	pick up collection rags (large)	19.013
	departure for laundry collection	19.014
	laundry collection from the PED	19.015
	laundry collection from the flu room	19.016
	laundry collection from the AED	19.017
	dirty laundry in the dirty sector	19.018
	laundry weighing	19.019
	depositing dirty clothes in the grid pull rage (large)	19.020
	sorting of dirty laundry for washing	19.021
	transporting dirty laundry for washing	19.022
	washing machine	19.023
	sewing and repair activities	19.024
	sewing and repair activities in workrooms	19.025
	fault findings in clothes	19.026
	work closing	19.027
PATIENT RECEPTION, PATIENTS, COMPANIONS, AND VISITS	work arrival	2.001
	patient referral for identification	2.002
	patient identification	2.003
	patient identification for ES registration	2.004
	identification card	2.005
	registry card emission and identification (bracelet)	2.006
	patient registration	2.007
	classification	2.008
	referral to the clinics	2.009
	referral to the clinics	2.010
	referral to the PED	2.011
	referral to the AED	2.012
	patient's medical file for registration and statistics	2.013
	pick up patient cards in the PED	2.014
	pick up patient cards in the flu room	2.015
	pick up patient cards in the AED	2.016
	pick up patient cards in the AED exams	2.017
	and processing (papeities, organize, and archives)	2.018
	call an obstetrician for pregnancy screening	2.019
	pregnancy test and pregnancy diagnosis report	2.020
	referral patient for the flu room	2.021
	work arrival and entry point	2.022
	work arrival	2.023
	patient visit entry	2.024
	patient visit identification	2.025
	referral patient to the AED	2.026
	call to patients	2.027
	departure after the end visitation period	2.028
	work closing	2.029
PHARMACY PRESCRIPTION CONTROL	pick up clean uniform	20.001
	work uniform	20.002
	entry point	20.003
	AED's medical preparation, and print	20.004
	AED's pharmacy meeting	20.005
	patients and companions interviews	20.006
	medical prescription analysis and	20.007
	print the anamnesis interview	20.008
	attaches the anamnesis to the patient's records	20.009
	AED's medical prescription	20.010
	prospects anamnesis, prescriptions, and exams	20.011
	medication interaction technical analysis	20.012
	medical prescription intervention	20.013
	shift change	20.014
	rest pause	20.015
	work closing	20.016
	deposit used uniform	20.017
	work closing	20.018
PHARMACY DISPENSING DELIVERY	pick up clean uniform	20.019
	work uniform	20.020
	entry point	20.021
	AED's pharmaceutical activities	20.022
	technicians and pharmacy assistants supervision	20.023
	medications reception	20.024
	medications reception in the warehouse	20.025
	prospects invoices and orders	20.026
	report delivery problem	20.027
	AED's medication return to the warehouse	20.028
	archives control in the pharmacy	20.029
	medicines has receipt conference	20.030
	medicines conformity	20.031
	medicines unstabilization (according to handbook)	20.032
	ambary drugs storage	20.033
	AED's medication return requests for quote replacement	20.034
	reviews requests for extra medication	20.035
	extra medication request evaluation	20.036
	medication delivery to the AED from the pharmacy	20.037
	medication delivery to the AED	20.038
	medication delivery to the AED	20.039
	medication delivery to the PED	20.040
	work closing	20.041
	work closing	20.042
	depose uniform	20.043
	work closing	20.044

legend: identified + and,/ relationship

Abbreviations: **PPE** - personal protection equipment ; **ICU** - intensive care unit; **RCOVIS** - regulation center offering health services ; **IFU** - individual food unit ; **PED** - pediatric emergency department ; **AED** - adult emergency department ; **OSMPC** - Operation, Maintenance, Plan, and Control