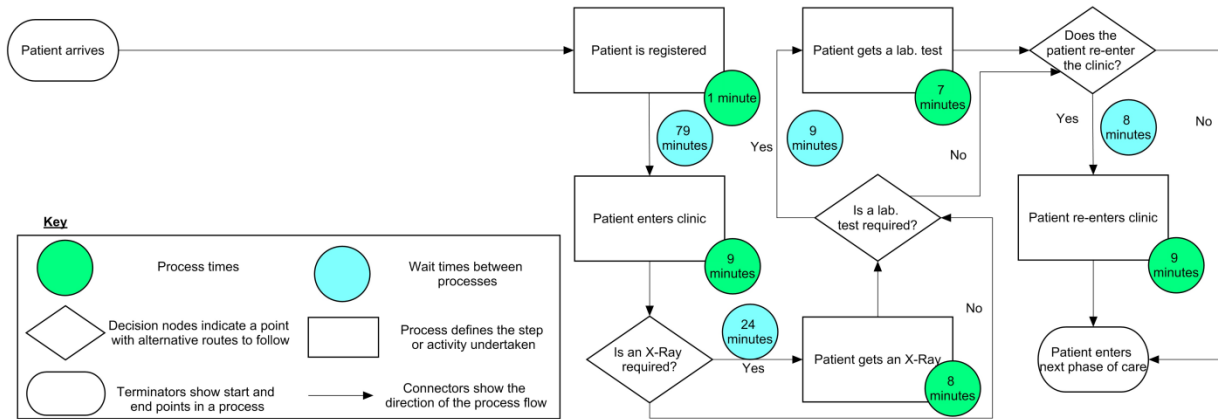


Supplementary Material

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Process maps for the points of contact at the hospital for a total knee replacement patient are shown for orthopedic consulting clinic, pre-anesthesia clinic, surgery admission, total knee replacement surgery, ward stay and discharge, and follow-up visits, respectively in Figures S1 to S6. Rectangles denote different activities, and circles denote the duration they take. Green circles denote the time taken for a process, whereas blue circles denote the time taken waiting between processes. Rhombus denotes a decision node with alternative routes to follow (for e.g. ‘is an X-ray required?’). Stadium shape denotes the start and end point in a phase of care (patient enters next phase of care). Connectors show the direction of the process flow.

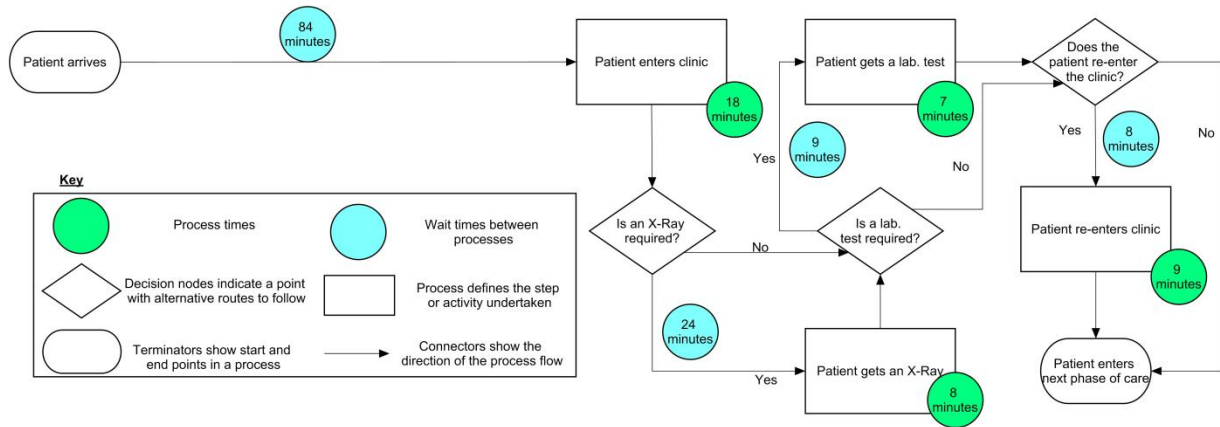
1 **Supplementary Figure S1: Process map for orthopedic consulting clinic**



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1 *Supplementary Figure S2: Process map for pre-anesthesia clinic*

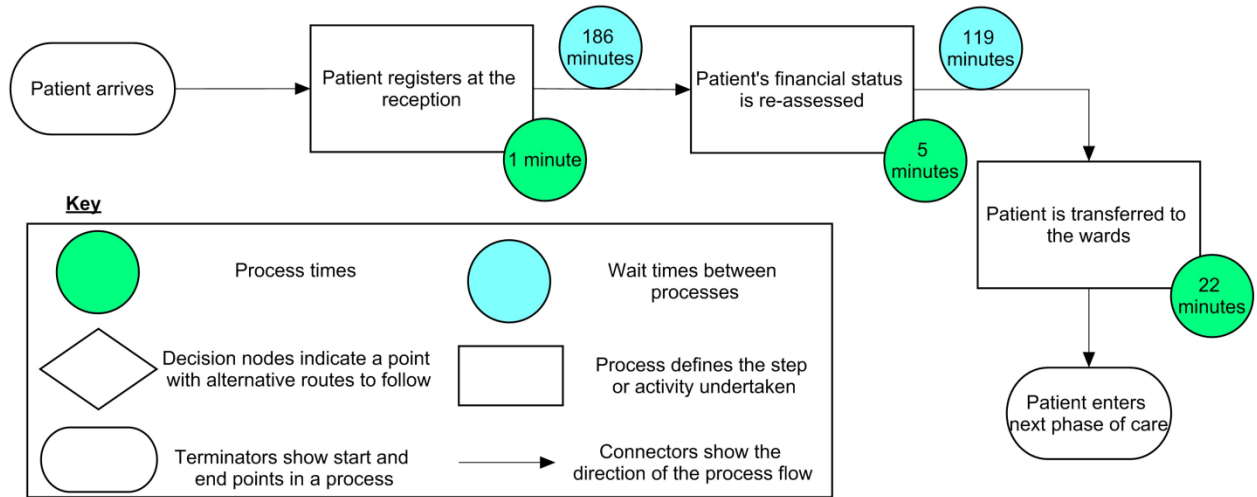


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1 **Supplementary Figure S3: Process map for surgery admission**

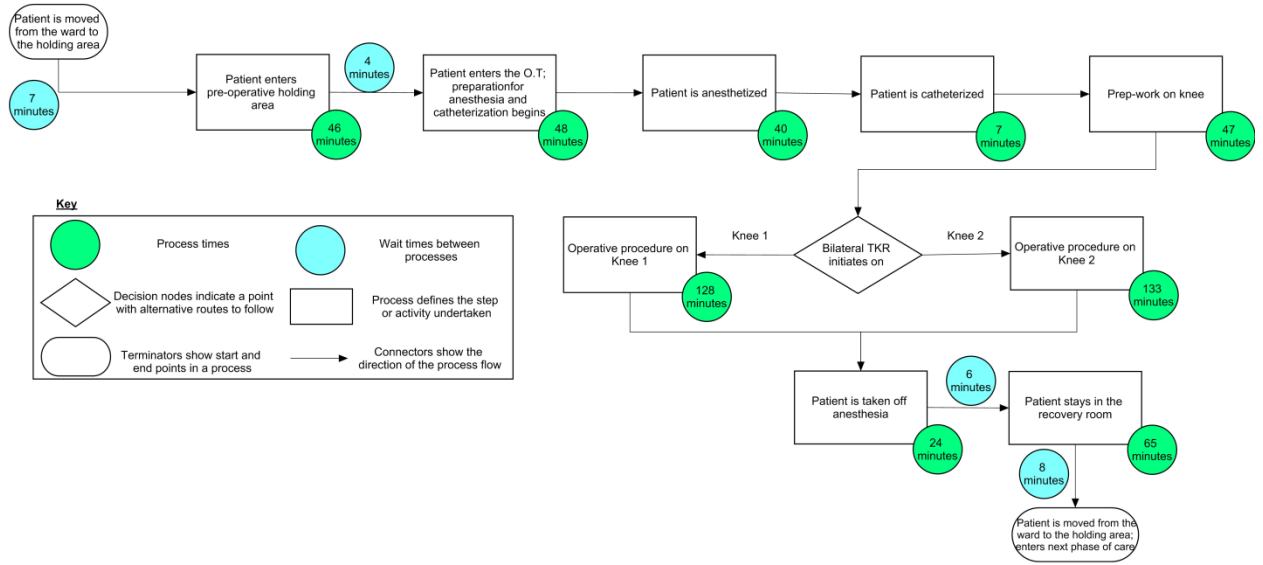
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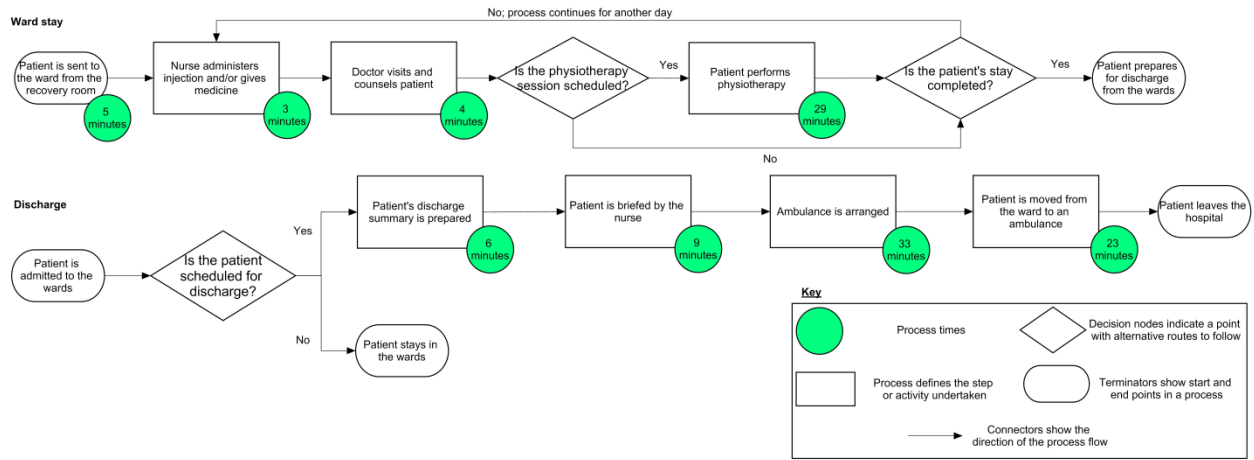
1 **Supplementary Figure S4: Process map for total knee replacement surgery**



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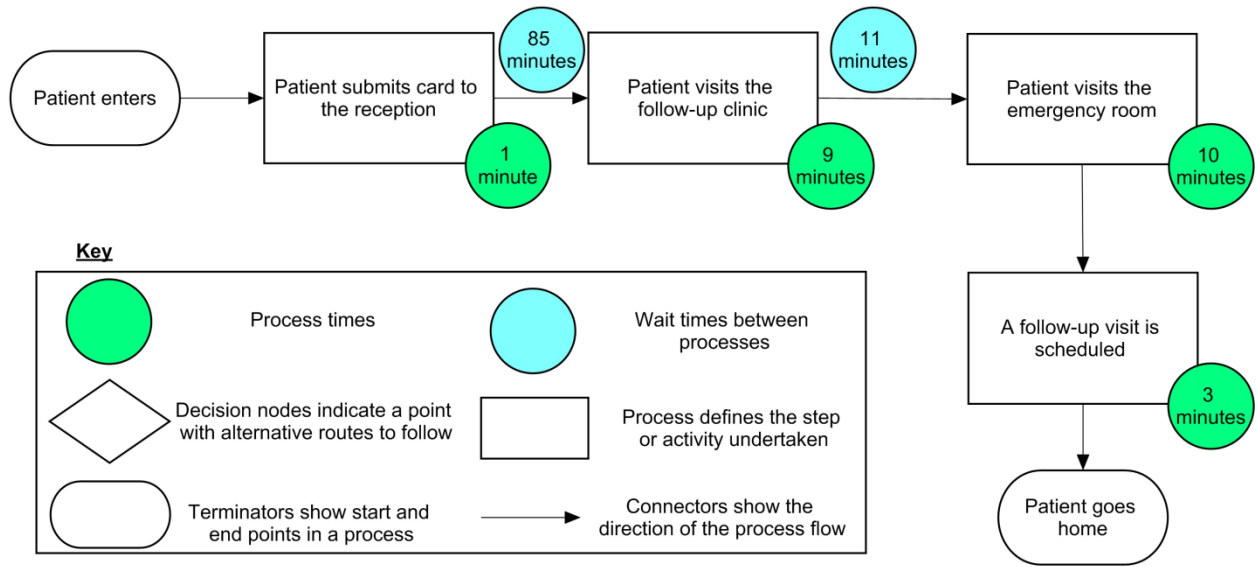
1 **Supplementary Figure S5: Process map for ward stay and discharge**



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1 *Supplementary Figure S6: Process map for follow-up visits*



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