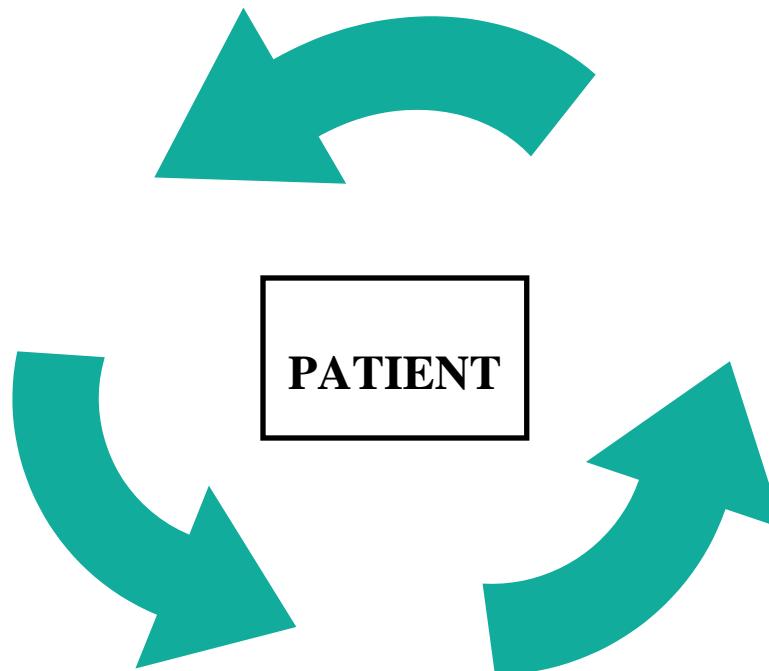


Collaborative Clinic Workflow

Volunteer Clinic Nurse

- Set up clinic space.
- Room patient, with clinical assessment and decision making. Review meds, BP, BG. Joint visit with CHW for selected patients.
- Clinical teaching and monitoring.
- Make specialty referral appointment.
- Draw labs as ordered.
- All tasks related to medications, including re-stocking cabinet.
- Educate patient regarding any medication changes.
- Give patient appropriate supply of new medications.
- Communicate patient needs to provider.
- Maintain clinic supplies and medications, including completion of order form.
- Close clinic.



Provider

- Manage care of patient.
- Order lab and other tests, new medications and any medication changes.
- Order specialty referrals, including social worker, PT/OT and/or nutrition.
- Reconcile current medication orders with meds given to patient by nurse, including initialing blue med sheet and patient instruction label.

Community Health Worker

- Joint visit with RN and selected patients (review BP, BG, etc.).
- Assist RN with specific tasks if needed (vital signs, weight, specialty referrals).
- Support patient during clinic visit—interpret, advocate, clarify, elevate patient concerns and voice.
- Support and reinforce education and care management.
- Participate in provider visit with selected patients.
- Communicate/ clarify SMCH policies and procedures to clinic volunteers.
- Educate/inform clinic staff regarding community's and patient's norms and customs.
- Offer patient community resources and educate them about how to use them.
- Assist clinic nurse with setting up and closing clinic.
- Document in patient record.
- Other tasks within scope, as requested.