

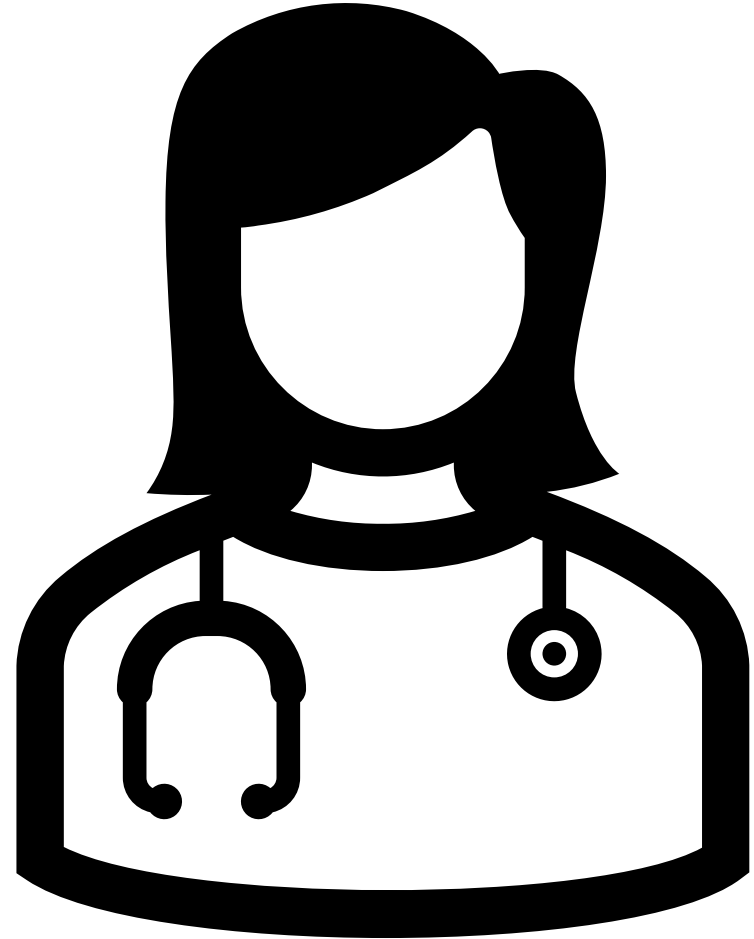
Empowering Front Desk and Nursing Staff for Integrated Care

Presented by:
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St. Mary's Family Medicine Residency

Physician Role

- Agenda Setting
- Screening/ interpreting screens
- Initial evaluation/ diagnosis when necessary
- Complete a warm handoff with BH team





MA Role

- Screening patients
 - MAs can help screen patients when rooming and while they are waiting for the provider
- Building rapport
 - Building trust
 - Provider relationships
 - Listening fully
 - Don't pry

Our PHQ/GAD cover page:



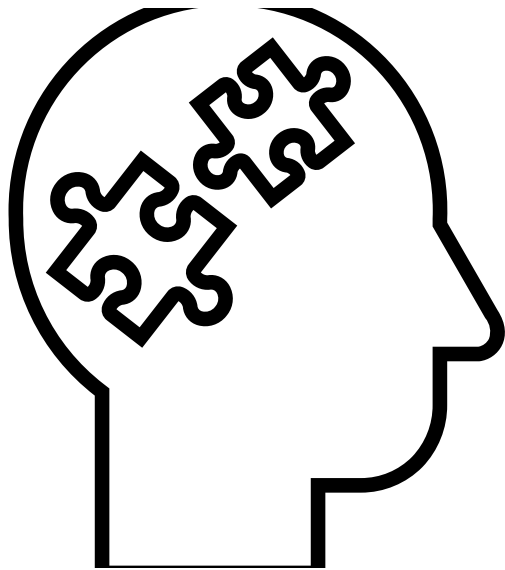
The blue sheet under this paper is a 2-sided form that asks questions about your mental health.

We ask all of our patients to complete this form at least once a year. You may receive this form more often if your doctor thinks that your answers can help them provide you with better care.

If you're comfortable, please fill out both sides of the form while you wait for your appointment, or if you prefer, you can wait until you're in the privacy of the exam room.

You may put the clipboard on the counter in the exam room and someone from your healthcare team will get your answers to your doctor.

Thank you!



Behavioral Health Team

- Scheduling patient
 - Walks to the front desk and helps schedule their next BH appt.
- Flag system
 - Helps notify if BH is in the exam room
 - Sensitive topics
- Communication between staff
 - Helps when multiple departments are involved in care