

Patient Advocate & MA Responsibilities

Patient Advocate

Paperwork

Processing requests for disability, physical forms, utilities, faxing, copying, mailing forms, letter processing,

Phone Calls

DM, HTN, WCC, Hospital follow up, Hunt groups 2005, 2000 coverage, Nurse messages,

Case Management

Meeting with patients at provider request, community resource coordination, making appointments for urgent referrals, Huddle participation, No-Show follow up coordination

Referrals

X-rays, ultrasounds, specialists and DME, some urgent—nothing requiring prior authorization

Other Patient Advocate Responsibilities

Interpreting, Coordination of Centering, Coordination of Refugee Clinic, grant funded responsibilities, PDSA activities

Order Entry PDSA

Looking at DX--DM, HTN, Adult Physical, HypoThyroid, Hyperlipidmia, heart issues, Entering standard orders for these, including needed lab work, adult immunizations, referrals, Appx time 1 hour per day for 1.5 providers

Medical Assistant

Rooming Patients

Taking Vitals, entering in chart: medications, chief complaint, review allergies, PHQ scores, complete tobacco, substance, sexual abuse history, enter diagnosis, check for Pharmacy, goal sheets

Maintain Provider Rooms

Keep rooms stocked with appropriate supplies, tests, do inventory every 2 weeks

Back Office Labs

Order and Result back office labs--UA, Strep, INR, Glucose, Hgb, HbA1c, icon

Immunizations

Complete immunization consent forms, Review past immunizations given, Print out IMPACT sheet to review what is needed, Review old chart, Order and pend immunizations needed- provider to review and sign, Enter into IMPACT, Historical immunizations must be entered into EPIC

Order Entry & Release

Female Physicals—order mammogram, Fit Test—women and men over 50, WCC—lead and HGb for 1 to 6 YO, DM—foot exam, last eye exam, enter referral, HTN—do EKG, Others--PAP, Urine culture, Chlamydia/ Gonorrhea

Nurse Responsibilities

Nurse

Care Team Support

Preparing forms for provider signature, calling in Rx, calling patients with lab or test results

Patient Triage

Speaking with patients on the phone about their symptoms and concerns, triaging patients in the waiting room that may need to be seen immediately or may need to be overbooked.

Patient Visits

Seeing patients in the health center for immunizations, INR, something that is not a new concern

Patient Education

Educating patients with diabetes and hypertension, answering questions about medications, done on the phone or in person