WCHC CARE TEAM WORK FLOW

AGENCY NAVIGATION SUPPORT

FIRST CONTACT MANAGEMENT (Telephone, documents, first office contact, care item completion at point of contact)

TRIAGE
INFORMATION MANAGEMENT
BILLING ENTRY AND POC COLLECTION

NORMAL TRACKING
IMMUNIZATION MANAGEMENT
POPULATION MANAGEMENT (logistics)
POPULATION MANAGEMENT (clinical aspects)

CASE MANAGEMENT
-Disease CM
-Abnormal/high risk tracking
-Hospital CM
-Medication titration

MANAGING THE HEALTH COMMUNITY

CLINICAL MANAGEMENT

CARE TEAM LEADERSHIP

CARE TEAM REPRESENTATIVE

CARE TEAM MEDICAL ASSISTANT

NURSE VISITS

NURSE

NURSE EDUCATION

MEDICAL PROVIDER

ADVISE NURSE/CRITICAL TRIAGE

SCHEDULING

PER DESIGNATED ROLE-SPECIFIC WORKFLOW

CARE MANAGEMENT SUPPORT:
DOCUMENTS, PRIOR AUTH, DME, HOME HEALTH, IHSS, HOSPICE

MEDICATION REFILLS

TEST RESULT MANAGEMENT