Brief overview of Old Town Clinic Primary Care Team Structure

There are four patient-centered primary care teams at OTC:

- Burnside Bridges
- Lovejoy Columns
- Skidmore Fountains
- Park Block Pioneers

Each team is composed of:

- **2-4 General Medical Providers** (Naturopathic Doctor, Medical Doctor, Physician Assistant or Family Nurse Practitioner). *1.4-2.2 FTE per team.*
- **1 Behavioral Health Provider** (Psychiatric Mental Health Nurse Practitioner) *0.4-0.7 FTE per team.*
- **1 Panel Manager** (LPN or Nationally Certified Medical Assistant) *1 FTE per team:*
  - complex care coordination with outside facilities (medical, housing, alcohol and drug treatment, behavioral health care)
  - light case management
  - team direction-setting and supervision
  - panel management
  - clinical guidance for HAs and MAs
  - coordination of MA schedules
  - schedule management
- **1 Health Assistant (HA):** (Unlicensed assistive staff) *1 FTE per team:*
  - prescription refills
  - record retrieval from local hospital system EMRs
  - prior authorizations
  - post-hospitalization, post-ED outreach
  - call management
  - clerical support for providers
- **3-4 Medical Assistants (MAs):** (Unlicensed assistive staff) *3-4 FTE per team:*
  - huddle prep completion for preventive screenings
  - simple clinical care (checking vital signs, specimen collection, diagnostic testing, patient flow)
  - call management in team room
  - care team outreach
  - clerical support for providers

**Nursing care:** There are 2 clinical RNs at the clinic. They are not embedded in the care teams.

- 1 FTE Clinic RN-runs wound care clinic, 5 days a week
- 0.6 FTE Women’s Health RN who completes outreach related to pap screenings