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, Hyperlipidemia, 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