BH team auto-alerted of “no shows” and follows up with member to assess reasons for not going--

If member has a primary care provider with whom they are satisfied, staff will explain benefits of integrated care. Process may end here

New Thresholds Member: Offered Primary Care, Psychiatry, and Pharmacy as services at our integrated care clinic

\*OR, pharmacy will deliver medication to teams in bubble pack

Received Patient Education/counseling and/or on-site tests; or will have follow up appointment

Check in (prior authorization completed before the appointment) Walk-ins triaged by RN Medical Assistant takes vitals

**PHARMACY**

PHARMACY

Sees APN or PSYCHIATRIST and if urgent need will also see both (if so, warm hand off). Will schedule a follow up visit w/RN for education/counseling

On Going Illness Self Management Support: Wellness Management and Recovery

Member has newly diagnosed condition(s) that warrant scheduled standards of care visits and self-management

Needs follow-up tests or specialty visit offsite

Front desk schedules follow up appointment with member and staff for psychiatry and/or primary care.

Support staff follows up with member about what was discussed using the teach back method immediately after the visit, and with nurse as necessary. Stop at PHARMACY as needed

Support staff provides immediate and on-going follow up support, as needed; RN talks with staff immediately after visit. Staff and member pick up new medication from PHARMACY. OR\*

Support staff will help member make and keep appointment with specialist. Stop at PHARMACY, as needed.

If member has a primary care provider and are ambivalent, staff will explain benefits of integrated care and encourage them to attend one appointment

WARM Handoff: Support Staff accompanies member to appointment

Member attends appointment

Member does not want to attend appointment that day; is a “no show”

If member does not have a primary care provider, member and/or staff and member make an appointment within six weeks of intake

Develop Action Plan and Smart Goal Development with member at appropriate future appointment

Share new information with team and put physical health care goal into care plan