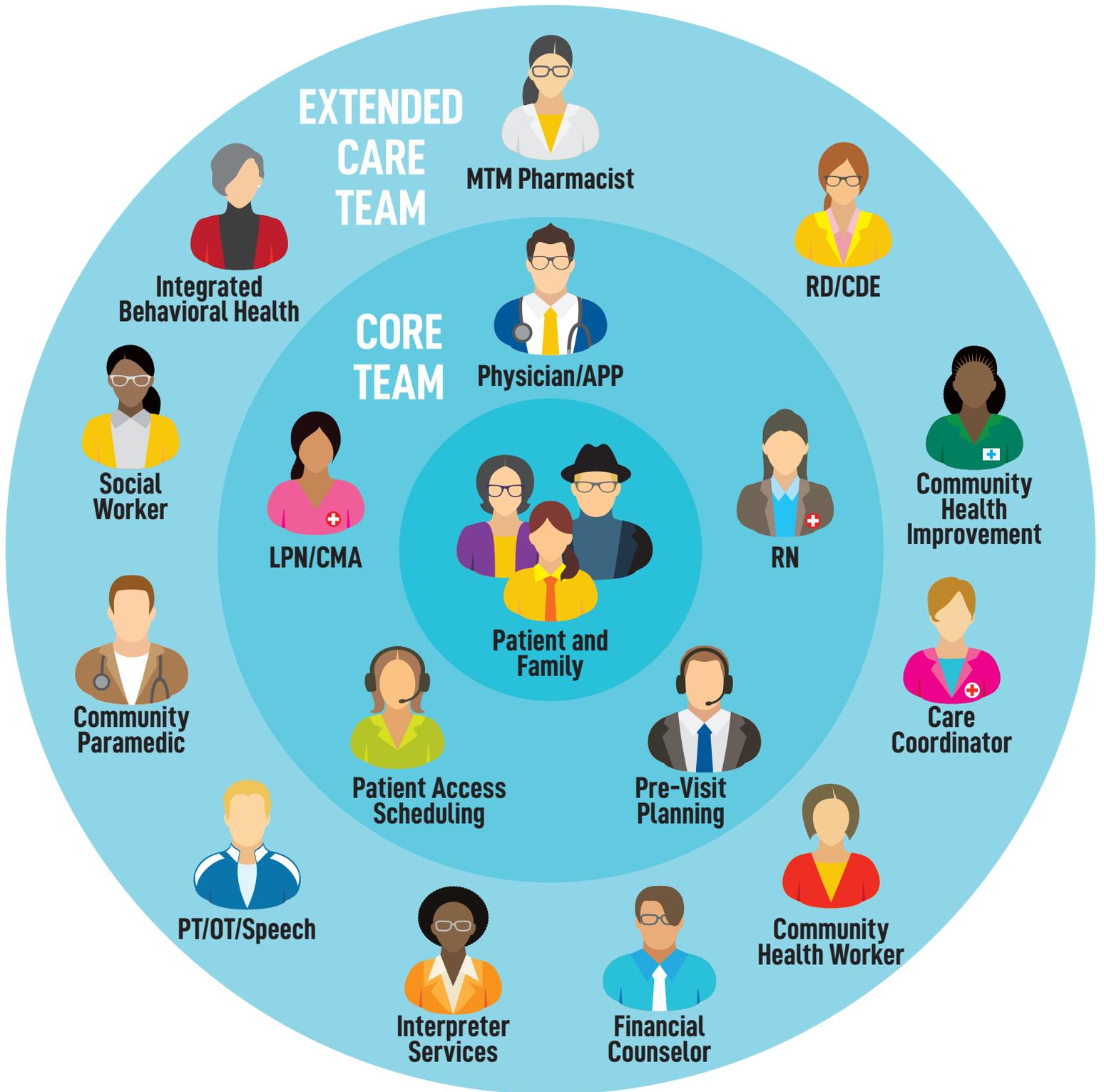


Know Your Care Team: Expanding Access to Care



How Big is Your Team?

Physician/APP

Commonly referred to as "Primary Care Provider", Physicians and APPs are the quarterbacks for your care. They provide and/or coordinate health care for a variety of health conditions.



Registered Nurse (RN)

Registered Nurses play a vital role in our healthcare system. They may be the first line in assessing a patient's symptoms, provide education to patients about the management of their condition, or assist with things like medication administration, wound care, etc.



Community Paramedic

Community Paramedics are a mobile extension of our care teams. They may provide follow-up to clinic patients, or even collect lab samples in the home setting if transportation is an issue. They provide support for patients' care plans and can engage additional resources.



Care Coordinator

Care coordinators assist patients with multiple needs across our healthcare continuum. This may include coordination between specialists, creating plans to avoid frequent ED utilization, and coaching / empowering patients to meet their goals.



LPN/CMA

Licensed Practical Nurses and Certified Medical Assistants support patients in clinics by initiating visits including vital signs and gathering pertinent information. They assist patients via phone calls and messages to help answer questions, provide test results, or relay advice from the Physician/APP.



Integrated Behavioral Health

Known as "IBH", these team members provide immediate access to behavioral health services, supporting mental health or substance abuse needs directly in the clinic either in person or via telehealth options.



RD/CDE

Registered Dietitians are experts in the use of food and nutrition to promote health and manage chronic disease. Certified Diabetes Educators are RDs and RNs who specialize in the treatment and management of Diabetes, including nutrition, lifestyle education, and medication management.



MTM Pharmacist

MTM Pharmacists provide medication therapy management. This includes medication review, consultation to Primary Care Providers on medication recommendations, and performing medication adjustments for conditions like Diabetes and Hypertension.



Social Worker

Social workers support patients and care teams as a conduit to resources and an expert in closing care gaps that impact a patient's care. This could include financial resources, transportation assistance, and coordination with County agencies related to eligibility, concerns of abuse, etc.



Patient Access/Scheduling

Patient Access/Scheduling team members assist patients in a variety of ways. This includes scheduling appointments, verifying/documenting insurance information to ensure claims are processed correctly, and much more.



Community Health Improvement

The team supports Primary Care Providers in connecting patients to community resources. This team engages directly with the patient to provide support for things like food insecurity our transportation. They drive health equity initiatives to ensure that all patients have access to care.



Pre-Visit Planning

Pre-Visit Planners review a patient's chart prior to upcoming appointments. They identify due or overdue labs/testing, update information from visits outside our health system, and make it as easy as possible for the care team at the clinic to make the most of each patient visit.



Community Health Worker

Community Health Workers provide a variety of services based on the needs of the community they serve. This could include translation, culturally appropriate health education, health advocacy, and more.



PT/OT/ Speech

The Rehabilitation team provides a broad range of services to optimize movement, activities of daily living, and communication to support overall health for patients of all ages. These include screening, examination, evaluation, diagnosis, intervention, coordination of care, prevention, and wellness.



Virtual Care Options

Virtual care allows patients to access care conveniently from home or work. Remote monitoring allows care teams to stay in close touch with patients who have chronic diseases. A patient could submit or upload blood sugars each morning so that the care team can be alerted when they need help.

Interpreter Services

Help patients who speak limited English communicate with their healthcare provider about their diagnosis and treatment, their care plans, and assist with scheduling appointments.



Financial Counselors

Financial Counselors are ready and available to screen our patients for assistance programs as well as help with the application process. They also discuss financial liabilities for upcoming scheduled services.

