

PCMH TEAM ROLES

MEDICAL CASE WORK (MCW)

I'm responsible for:
To address housing, food security, transportation and Coordinate with external and internal agencies

- Identify and provide referrals based on SBDOH screening results (food, housing, transportation)
- **To provide services or equipment (DME, Transportation, Home Health Services, Dialysis and Self-administered medications)**
- **Coordinates with Care Manager, PCP and team members**

CARE GIVER (RN I) 2.0 CLINICAL LVN

I'm responsible for:
being the Clinic Charge Nurse

- Take phone calls from patients to clinic
- Transition of Care/ER/Inpatient f/u assessments, and delegate appropriately (**RN only**)
- Medications refill requests that can't be resolved by Pharmacy
- Walk-in patients
- Facilitate clinic flow
- Nursing Message Pool responses
- Obtaining Medical Records for post-ED/hospital visits: Send Message to HIM Pool

CARE MANAGER (RN III)

I'm responsible for:
High Risk Patients

- Case management of high-risk patients
- Meet HHP Goals
- TOC for high-risk patients
- Interdisciplinary case conferences
- **Collaborates with MCW with any clinical support/input**
- Provide Seamless TOC for Out-of-network and In-network.

NURSE-DIRECTED CLINIC (RN II/SERVICE COOD.)

I'm responsible for:
Nursing visits for average risk patients (in between PCP visits)

- Ear lavage
- Education – disease specific, glucometer, insulin/titration, new medication, patient and family focused education
- Immunizations, serial injections (i.e. B12)
- PPD placement/reading
- Pregnancy testing
- Blood pressure check
- POCT
- Repeat EKG
- Suture removal
- Telederm
- Wound check/dressing
- Repeat hearing/vision screening

CMA/LVN

I'm responsible for:
In-visit support and provider-delegated tasks

- In-visit-support: scrubbing, huddles, intake, vaccinations, POCT, EKG, disposition
- Disclosure to patients of normal results (labs, diagnostic imaging, on PCP direction)
- Arrange TOC for average-risk patients after in-network utilization (on PCP direction)
- Review/transcription of CAIR vaccination records