Determine a referral is needed

Complete TM referral

Pull referral from bucket

Call patient to schedule TM visit

Able to reach patient? Yes

Attempt to contact patient 3 times

Send letter Close referral

Complete reminder calls 1 week prior

Did patient arrive? No

Call no show patients

Attempt to contact patient 3 times

Send no-show letter

Check in patient

Provide psych patient with PHQ-9

Assess patient

Assist with visit, as needed

Complete drug testing, if needed

Finish visit and complete note

E-prescribe any medications

Schedule follow-up visit

Close referral
<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process Start or End</td>
<td>Indicates the start and end points of a process</td>
</tr>
<tr>
<td>Process Step</td>
<td>A specific process step, task or activity that is performed</td>
</tr>
<tr>
<td>Decision Point</td>
<td>A point in the process where a yes/no question is required</td>
</tr>
<tr>
<td>Reference Point</td>
<td>Indicates a reference or connection to another workflow</td>
</tr>
</tbody>
</table>

- Indicates Meaningful Use Reporting
- Indicates UDS Reporting
- Indicates a Reference Point that is not part of a Decision Point