# Clinic Flow – Warm Connections

Program Coordinator : ext 3849

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| What | Who | When |
| Hand out BHIT to patient | **Front Desk**/PN | Check-in |
| Fill out BHIT | Patient | Vitalizing/rooming(HN, MA, or interpreter may assist) |
| Review/enter BHIT | **HN/MA** | Vitalizing/rooming |
| *(remainder only if BHIT positive)* |
| HN/MA gives patient handout to patient to review in room | **HN/MA**  | Vitalizing/rooming |
| Discuss BHIT and decide on whether to make/accept referral | **provider**, patient | Medical visit |
| *If patient agrees to referral:* Enter referral into Next Gen including reasons for referral | **provider** | Medical visit |
| *If referral is made:* Make BH appointment; enter reason in the appointment details box. *Give patient survey.* | **HN/MA** | Check out |
| *If no referral is made:* Ask patient to talk with program coordinator for warm connection  | **HN/MA**  | Check out |
| *If patient does not agree to warm connection or Program Coordinator is not available:*  HN/MA gives patient survey | **HN/MA**  | Check out |
| *If patient agrees to warm connection & Program Coordinator is available:* Program coordinator talks with patient and gives patient survey at end. May make BH appointment if patient agrees. | **Program Coordinator**May ask PN or HN for help with scheduling | After visitIn Large Conference Room or Mychi’s office |
| *For all patients with + BHIT*: PC calls patient within 1 week for telephone “warm connection, starting with those who refuse an appointment. Also calls those who scheduled an appointment to provide initial support and triage. | **Program Coordinator** | After visit (after patient leaves) |
| *For patients who call in response to handout:* PC calls patient to explore needs and to schedule appointment | **Program Coordinator** | After visit (after patient leaves) |