Clinicas de Salud – Tele-psychiatry scheduling (Workflow 1)

**PCP**
- Patient is seen for appointment → Determine if BH referral is needed → Order referral to Care Manager → Complete appointment sends EHR task to BH dept.

**Care Manager**
- Schedules with Therapist → Interviews patient → Review chart

**Therapist**
- Evaluates patient
  - No: Tele-psychiatry candidates include:
    1. Low to moderate complexity
    2. No SI/HI
    3. No violent behavior
    4. Need psychotropic medication management

  - No: Send to Telehealth Tech or designated PR to Schedule with Tele-psychiatry

**Clean Desk/PR**
- Patient referred to Care Manager after 2 no shows

**Technician or Designated PR**
- Appointment is scheduled
  - Gives patient Tele-psychiatry appointment
  - Advises patient we will confirm 2 days before appt. Will be re-scheduled w/o confirmation

**Front Desk/PR**
- Conduct reminder calls for appointment 1 and 2 days before appt.

**Did Patient arrive for appointment?**
- Yes: Patient leaves
- No: Warm hand off to available:
  1. Care Manager
  2. Therapist
  3. Nurse
  4. BH Medical Assistant

- Patient leaves