FFT WCHC Pilot
High-Utilizer PHASE Cohort Workflow

RN will review high-utilizer PHASE list with provider

RN will send TE to AC of potential candidates

AC calls pt. offering to screen for services by phone

Pt verbally declines offer to screen or 3 attempts made to reach pt

STOP

Food Security Screening

Pt is food secure

STOP

Pt is food insecure

Proceed w/PAM via phone and scan to MR

PAM score of 1

STOP

PAM Score 2-4

Schedule AC visit to complete SDOH and consent form

Do PHQ2. Proceed to PHQ9 if the answer is 'yes' to one both of the 2 questions. If pt answers yes to question 9 or if they score 15 or higher, warn hand off to RN, provider or BH.

Fill out Standing Lab Order - fill in rendering provider, mark nutrition deficiency, mark Type 2 Diabetes if applicable (ask pt), fax to QUEST & give copy to pt

Go to Referral Gateway in Purple Binder and create referral ticket

Scan under 'Confidential' and assign to MR staff

* Complete documentation and getting documents into scan pile by end of the week. Best to get the lab order to the patient as quickly as possible.

* Pts in first pilot should not be in the 2nd pilot – AC’s will need to check Referrals section of pt docs to make sure not previously enrolled before offering to screen