

Care Coordination “Epic” Communication: Provider/Nurse Pool

Provider:



Medication Discrepancies: Telephone Encounter

Newly prescribed, not on list
Not taking med as prescribed



Medical Condition: Telephone Encounter

Emergent (sent to ED)
Urgent (needs to see provider)
Interest in ACP conversation

Nurse Pool:



Clinical Programs: Staff Message

Care Gap Closures



Nurse Pool: Telephone Encounter

DME needed
Appointment needed
Med Discrepancy: OTC Med, not on list



Nurse Pool: Staff Message

FOR PEDIATRIC PROVIDERS ONLY:
Pediatric pt declined/dropped the Clinical Program



Health Leaders
Network