

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

