

The Clinic Referral Process

Patient feedback provides self-management goals for the care plan and reinforces patient activation.

Next Appointment: Patient returns to the practice and is given a new self-management form at the front desk.

Patient receives a copy of their new self-management goal at check-out.

The clinician then has access to the patient's self-management information and can review it with the patient.

Contacts of all referrals are regularly sent to the clinic.

Front Office staff hands the patient self-management info at check-in.

COAW assists community partners in establishing joint expectations in support of the practice and the patient.

COAW provides training, samples, and technical assistance in PCMH relevance and clinic workflow.

Medical Assistants review the self-management info and prior charted goals with the patient.

Self-management support trainings and tips for medical assistants/all staff on messaging and patient engagement are available.

Medical Assistants charts and prepares referrals.

Clinician reviews patient's self-management info and okays referrals.

NEW MEXICO
DEPARTMENT OF
HEALTH



Consortium for Older Adult Wellness

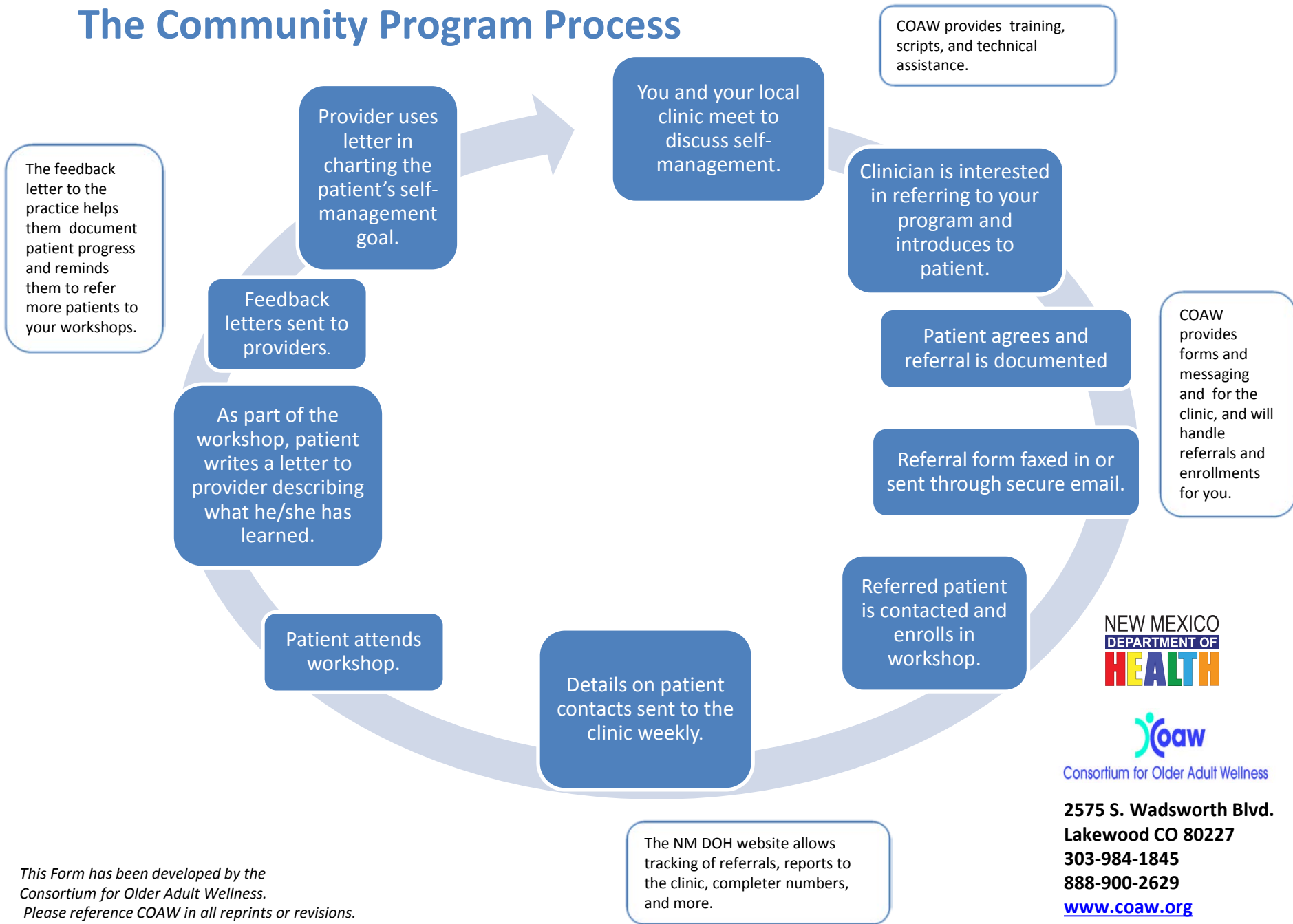
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The Community Program Process



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