

## CPC: Who Does What

### Before Clinic

- NCC confirms placement letters for anyone in placement and reaches out as needed to obtain
- MA checks insurance, PCP-->Contact NCC to help fix if needed
- MA does reminder texts/calls
- All above documented in "Comments"

### During Clinic

- MA gives iPads, FRG to families; Gives completed FRG to SW
- SW documents FRG & shares with provider for documentation in provider note
- MA makes next appt and/or places in future appt list
- Subspecialty appt scheduling -->Teri Goode
- NCC available in clinic for nursing/care coordination needs

### After Clinic

- No Shows: MA calls x 3, if can't reschedule, writes phone note an routes to provider/SW/NCC and NCC places on OOC list

### Ongoing

- NCC does out of care outreach per protocol
- SW/CBH monthly meetings (providers to share patients for follow-up)