

PRAPARE Sample Workflow

Steps for Non-Clinical Staff Before the Clinical Visit

Non-clinical staff includes front desk staff, enrollment assistance workers, patient navigator, outreach staff, community health workers, among others.

Take-Aways:

- + Non-clinical staff are often employed from the community so they can more easily relate to patients, understand their needs, build trusting relationships, and have more time to administer and respond to assessment while the patient is still at the clinic.
- + Non-clinical staff have more time to administer and respond to assessment.
- + By asking the PRAPARE questions before the clinic visit, needs identified can shape the visit and treatment plan to match the patient's circumstance and situation.
- + Ensures that time is not added to the visit but uses "value added" time when the patient is waiting for the provider.
- If not timed well or runs over time screening may impact workflow timing.
- Lack of privacy in the waiting room may reduce patient's comfort to share information before seeing a provider.
- Not enough time for care team to review and respond to assessment during the provider visit.

The Steps:

