

Community Health Worker Integration – HIV Geriatric Clinic Visit - Hierarchical Task Diagram							
Patient Check-in	Nurse Encounter (patient meets CHW)	CHW Encounter	Pharmacist	Provider Encounter	Social Worker Encounter	Patient Check-Out	CHW Led Service Coordination and Health System Navigation
Patient arrives at front desk	Nurse greets patient and escorts patient to triage room where CHW is present	CHW completes PHQ4	Pharmacist enters exam room	Patient brought to MD room by CHW	Social worker meets with patient if needed	Receptionist schedules patient for next visits	CHW confirms care plan and referrals with patient
Reception requests name and date of birth	CHW is introduced and provides orientation reminding patient about CHW role and answers questions	CHW completes PHQ9/GAD-7 (if PHQ4+), ADL, IADL, Frail Scale	Pharmacist reviews medications	Clinician assesses screens completed by RN/CHW	Provides support to address immediate needs	CHW reviews referrals, care plan, assists patient with scheduling	CHW collects dates/times for upcoming referral appointments and offers visit support
Reception opens medical record	Nurse informs patient of visit flow and take vitals	All information documented in EMR	Pharmacist assesses medication adherence	Provider reviews pharmacist assessment	Develops any additional psychosocial support plan with patient	CHW schedules follow-up call to support care plan as needed	CHW assures that resource needs are met (food, transport, DME)
Reception confirms contact info, insurance	Nurse asks about reason for visit, hospitalizations/ER visits, socialization, exercise	If screenings raise an urgent issue, CHW messages or goes to speak with MD or SW	Pharmacist answers questions regarding medications	Provider conducts patient history and physical exam, reviews labs, imaging	SW notifies CHW patient ready for referral support and check out		CHW supports, identifying and sharing follow-up resources as needed
Reception collects co-payments	Nurse asks and as needed completes healthcare proxy	CHW notifies pharmacist about patient	Pharmacist confirms and updates preferred pharmacy	Provider develops care plan with patient, provides prescriptions			For new and return visits: CHW makes outreach calls to patient as needed
Reception checks patient in	Nurse completes Fall Screening questionnaire		Pharmacist updates MD on medications, medication adherence	Provider orders lab testing and referrals, documents in EMR and informs PCP			
Reception asks patient to sit in waiting room	All information documented in EMR		Pharmacist notifies CHW and MD the patient is ready to be seen	Provider calls collaterals (during or after visit)*, updating on care plan			
EPIC notifies nurse of patient arrival				Provider gives instructions to CHW and patient, answers questions			