

Care team member roles and responsibilities

Patient navigation is key to the routine screening workflow in many settings—both providing pre-test counseling where needed, offering patient education, but also playing a pivotal role in linkage to care and prevention.

NON-CLINICAL



Front desk

- ▶ Registers patient & provides patient information to triage nurse or patient navigator
- ▶ In clinic settings especially, it is key that the front desk staff provide friendly, welcoming environment for patients and be representative of the community being served



Patient navigation

- ▶ Meets patient at reception & stays connected with them throughout their care
- ▶ Typically, closer to patient's age, representative of patient population
- ▶ Take on non-clinical tasks, aiding in unburdening providers, such as pre-test counseling, patient education and linkage to care; can also provide results



Social worker

- ▶ Linked to care with social worker as needed for domestic violence and mental health care
- ▶ Connection to a social worker is key to ensuring a patient retained in care (often there are basic needs a patient has fundamental to their ability to remain connected to care)



Nurse

- ▶ May meet with patient in room first and may obtain screening consent
- ▶ Provides treatment or vaccinations needed post-screening
- ▶ May provide results



CLINICAL

Provider (NP/physician)

- ▶ Offer screening and obtain consent/opt out of patient
- ▶ Conducts physical examinations needed, orders screening
- ▶ Typically provides results



Medical assistant

- ▶ Draws blood to complete screening process
- ▶ May provide results



BILLING

Benefits navigation

- ▶ Navigates insurance for routine screening (note: many clinics provide routine screenings free of charge using grant funding to pay for specific tests)
- ▶ Emergency departments especially may need to assess coverage or refer a patient to a clinic for screening