**Patient Navigator Daily Protocol**

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1. Each morning, log onto the PM Scheduling Suite to view the schedules for
   1. Medical Clinic
   2. AAP
2. Once in Allscripts, go to APPOINTMENT SCHEDULING
3. Click on the APPOINTMENT MANAGEMENT TAB
4. Click on each appointment listed
5. Double-click on each appointment
   1. A screen called APPOINTMENT DETAIL will pop up
6. At the bottom of the APPOINTMENT DETAIL screen click on PATIENT INFO
   1. There you will learn if the client has coverage or not; sliding fee or not
7. If the client has Insurance, you can safely assume this client does not need navigation assistance
8. If the client does not have insurance listed, you can assume the client is in need of navigation assistance
9. If the client is self-pay and no insurance listed, you can assume the client is in need of navigation assistance
10. If the client is deemed in need of navigation assistance, complete the Navigation Screening Check and give to the Admissions Clerks for Medical Clinic and the Clerical or Billing Specialist in AAP
11. The Medical Clinic and AAP staff will inform the client that the Patient Navigator needs to meet with them to review assistance with coverage
12. Make yourself available for questions and ensure the Patient Navigator Flyers are stocked and handed out routinely by the staff
13. Please monitor the clients seen/assisted with coverage on the Patient Navigator Traffic Flow Sheet

AD: 11/08/2018