

COLLABORATIVE CARE MODEL FOR MENTAL HEALTH: CLINICAL WORKFLOW

PCP INITIAL VISIT

TASKS

- Evaluates patient, rules out physical illness
- If comfortable/ trained, uses MH forms and starts treatment
- Directs patients to counselors

EHR TOOLS

- Counselor Assessment Request Form
- MH forms (Depression, Psychosis, PTSD): optional

INFORMATION ENTERED

- Suspected diagnosis
- Initial diagnosis
- Medication (optional)
- Primary complaints and reason for counselor request



COUNSELOR INITIAL VISIT

TASKS

- Reviews PCP note
- Conducts thorough evaluation, decides diagnosis and uses appropriate MH form
- Develops treatment plan (including psychotherapy)
- Redirects patient back to PCP if medication is needed

EHR TOOLS

- Counselor Assessment Request Form
- MH forms (Depression, Psychosis, PTSD): optional

INFORMATION ENTERED

- Final diagnosis
- PHQ-9
- PCL-C
- Treatment plan
- Follow up visit, if applicable
- Enroll for CHW follow up care, if applicable



PANEL REVIEW WITH CONSULTANT PSYCHIATRIST

TASKS

- Counselors discuss and present each patient to psychiatrist (prioritized by severity)
- Includes psychiatrist's recommendation in the Panel Review tab (PCPs can access during patients' visit)

EHR TOOLS

- Psychiatrist's Recommendations

INFORMATION ENTERED

- Treatment recommendation and rationale

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PCP FOLLOW UP VISIT

TASKS

- Reviews Psychiatrist's recommendation from panel review
- If recommendations are unclear, checks with counselors
- Does follow up evaluations, makes changes to treatment plan as needed

EHR TOOLS

- Psychiatrist's Recommendations
- MH forms (Depression, Psychosis, PTSD)

INFORMATION ENTERED

- Final diagnosis
- Medication (if applicable)



COUNSELOR FOLLOW UP VISIT

TASKS

- Reviews PCPs note to ensure treatment recommendations from panel review are followed
- Conducts follow up evaluation
- Updates treatment plans, flags patients for panel review (prioritized by severity)

EHR TOOLS

- Psychiatrist's Recommendations
- MH forms (Depression, Psychosis, PTSD)

INFORMATION ENTERED

- Final diagnosis
- PHQ-9, PCL scores
- Treatment plan
- Follow up visit, if applicable
- Enroll for CHW follow-up care, if applicable



PANEL REVIEW WITH CONSULTANT PSYCHIATRIST

TASKS

- Counselors discuss and present each patient to psychiatrist (prioritized by severity)
- Checks to ensure if previous recommendations have been followed

EHR TOOLS

- Psychiatrist's Recommendations
- MH forms (Depression, Psychosis, PTSD)

INFORMATION ENTERED

- Treatment recommendations
- Follow up visit, if applicable

Abbreviations:

PCP: Primary Care Provider

EHR: Electronic Health Record

MH: Mental Health

PTSD: Post Traumatic Stress Disorder

PHQ-9: Patient Health Questionnaire

PCL-C: PTSD Checklist

CHW: Community Health Workers