

IHA PROVIDER TIP POSTER

PRE-VISIT (FAST CHECK)

- Verify eligibility, PCP, preferred language
- Send HRA link; confirm completion
- Arrange interpreter if needed
- Pull records, immunizations, recent labs

DURING VISIT (REQUIRED ELEMENTS)

- Confirm identity, consent, language + document interpreter
- Review HRA results + document actions
- Reconcile medications + allergies
- REQUIRED screens: depression/anxiety, SDOH, substance use
- Close preventive gaps: screenings + immunizations
- Update problem list
- Create care plan: goals, actions, referrals + set follow-up date

SAFETY FIRST (ESCALATE IMMEDIATELY)

- SI/HI or BH crisis → follow crisis protocol
- Unstable vitals or red flags → urgent evaluation
- Urgent SDOH (violence, no food today, homelessness) → same-day SW/CM

POST-VISIT (CLOSE THE LOOP)

- Enter all referrals + create tracking tasks
- Refer to Care Management when indicated
- Document: screenings, actions, follow-up plan
- Provide written instructions in preferred language

QUICK PHRASES

- 'Medications reviewed and reconciled today.'
- 'Positive screen addressed; referral placed; follow-up scheduled.'
- 'Shared decision-making used; patient demonstrated understanding.'