# New or Chronic Pain Appointment Workflow

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| Pre-visit (MA/Nurse/Care Coordinator) | Check schedule for any patients using long-term opioid therapy on day before or morning of clinic.  Check charts of patients for form/labs needing completion at intake.  Make front desk aware of needed forms/labs.\*  Potential forms/education/labs:   * Opioid visit form, every appt * PEG, every appt * PHQ-9/GAD-7, according to risk level * Urine drug test, according to risk level * Patient Agreement, annually * ORT, first subacute or chronic pain appt * Educational handouts |  | If patient needs to sign or update a Patient Agreement (required annually), print out and make available at time of visit. |  | If a urine drug test is required, pend urine drug test order, send to provider, and make front desk aware of need to send patient to lab. |  | Check the state prescription drug monitoring program database. Print patient medication record for dates since the last appointment where opioids were prescribed. |
| Intake (Front desk) | When patient arrives, give needed forms and ask to complete and give to MA/nurse. |  | If patient needs urine drug test, send patient to lab and ask to return to front desk when complete. |  |  |  |  |
| Rooming (MA/Nurse) | Bring up the visit template and complete as much as possible using opioid visit form, PHQ/GAD, ORT, etc. (can take place before, during, or after rooming) |  | Room the patient. |  | Tee-up the prescription/s. |  | Give all patient forms to provider and ask that they return them for data entry, if not previously entered. |
| Visit (Provider) | Review forms/visit template and assess status. Decide on adjuvant treatments, opioid dosing/taper. |  | Complete needed visit template fields based on patient visit. If additional forms or procedures required, notify MA and follow-up as needed once completed. |  | Medication decision: same, taper, etc. If there is a change, recalculate MED and enter in EHR discrete field. Print and sign prescriptions. Prescribe naloxone if MED ≥ 50 or high risk. |  | Print after-visit summary and give to patient. Decide on follow-up schedule and send patient to front desk to schedule next appointment. Notify MA of newly signed Patient Agreement so she may update tracking and monitoring records. |
| Visit (MA/Nurse) | Inform the Opioid List Manager of all newly signed Patient Agreements. |  |  |  |  |  |  |
| Check-out (Front desk) | Schedule next visit per provider request. |  |  |  |  |  |  |

\*Ensure all forms available at front desk.