

Take a moment to examine how patients flow through your office. This will help you and your practice team identify opportunities for addressing your patients' SDOH. Create a simple document that shows how patients advance through your system, from the time they enter until the time they leave.

Think about the following questions, relative to SDOH, as you and your practice team document your current patient flow.

- Where do patients go when they enter the office? What do they see and do before they are called back for their visit?
- Who do patients see before meeting the clinician?
- What questions are asked when vital signs are measured?
- What information is exchanged with patients before the patient-clinician encounter?

If SDOH are currently being addressed in your practice:

- How do clinicians address SDOH during the encounter?
- How are counseling or other interventions for SDOH documented?
- What reminder systems and prompts are in place to alert clinicians of opportunities to discuss SDOH?
- What path do patients take as they exit the office? Do they make any stops to speak with nonclinical staff (social workers, navigators, reception, etc.)?

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User's Own Workflow:



Integrating SDOH into Your Workflow

Based on your observations, create a new flowchart that shows what actions will be taken to address patients' SDOH and at which step. The following flowchart provides an example of how one family medicine practice incorporates SDOH into their practice's workflow.

Sample Patient Visit Flowchart	
Step	Actions and Considerations
Patient checks in ↓	Posters are available in the waiting room that prompt patients to discuss their social needs.
Patient sits in waiting room ↓	Social determinants of health screening tool is distributed to patients at check-in to be completed in the waiting room.
Height and weight checked in hallway ↓	Nurse or medical assistant confirm social needs with patient and provides information to office clerk to cross reference social needs with available community resources.
Remaining vital signs checked in exam room ↓	Posters are available in the waiting room that prompt patients to discuss their social needs.
Patient meets with clinician ↓	Clinician discusses social needs with patient and available resources.
Patient meets with counselor ↓	Nurse or medical assistant finalizes plan to address patient's social determinants of health and referrals to community resources.
Patient stops at billing/scheduling station ↓	Office staff schedules follow-up appointment.
Patient leaves ↓	

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