**Future State Map**

### Provider/external etc.
- Need is identified by external provider & client directed to onsite staff/OMC identifies

### OMC/onsite staff
- OMC Checks OCHIN & internal referrals to OMC list to f/u or contact clients
- Call client to explain program. Client assessment and need identified. Enter in WTY. Forwarded to Suzie if not already in OCHIN, include status if pre-determined
- Document in TWIST, WTY, & OCHIN (Use collaborative software)
- If prior or current in healthy families in basket message to Sarah to determine if HF is appropriate
- Fax referring provider (template letter in OCHIN). If from JHIE update JHIE instead.

### NHV Sup (Sarah)
- Daily check referral module to assign MOSIAC referrals to OMC or NHV
- Daily check referral module to see if referral accepted by staff
- Ask if nurse will accept referral.
- If not, determine if healthy families is appropriate or work with DCHS nurses to assign
- If applicable, fax referring provider (template letter in OCHIN)

### Suzie/referral coordinator
- External or internal referral received (internal form, OCHIN, fax, JHIE, etc). Write note type of referral received. If JHIE, accept first in JHIE
- If not pregnant (B1 or CC) Enter into OCHIN & mini registration. If outcome is already determined, assign status as appropriate. Assign to Erin if referral to OMC is incomplete
- OMC Checks OCHIN & internal referrals to OMC list to f/u or contact clients
- Daily close loop on all internal referrals
- Daily close loop on health family referrals
- If JHIE referral & not eligible go into JHIE and cancel referral
- If JHIE referral & not eligible:
  - Send billing information to Suzie
  - Fax referring provider (template letter in OCHIN). If from JHIE update JHIE instead.
  - If necessary, send in basket message to Erin for follow-up

### DCHS Nurse
- Nurse check inbox/OCHIN referral que and accept referral in OCHIN
- Call client to schedule appointment & document in OCHIN
- If the client refuses, documents this in OCHIN & marks as "patient cancelled" in OCHIN
- If prior or current in healthy families in-basket message to Sarah to determine if HF is appropriate
- If the client accepts, update in OCHIN & OCHIN calendar, & outlook calendar/other preference.
- If prior or current in healthy families in-basket message to Sarah to determine if HF is appropriate
- After first visit, fax INA to provider