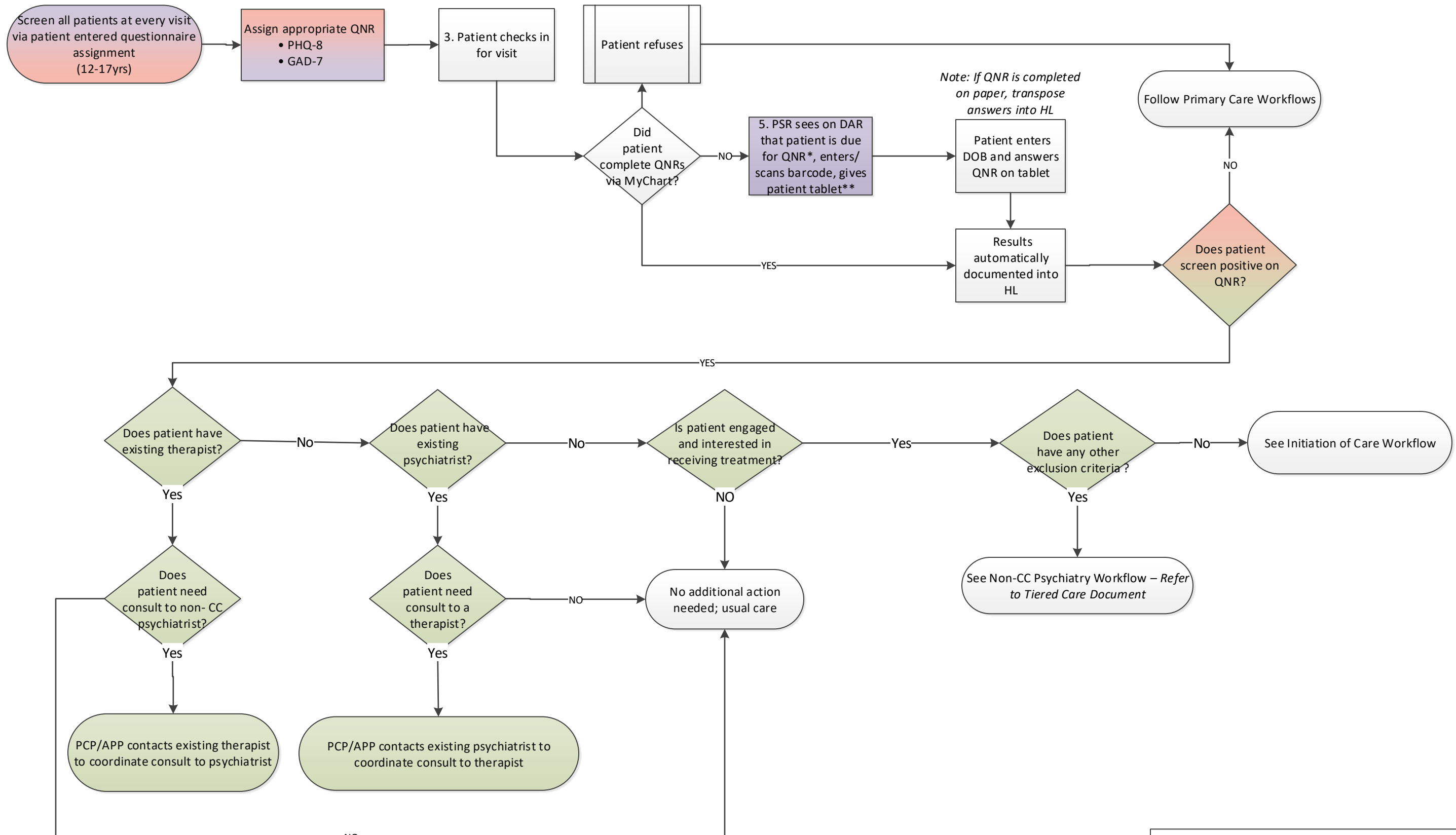


DEPRESSION & ANXIETY SCREENING AND DIAGNOSIS

Depression and Anxiety Screening & Diagnosis

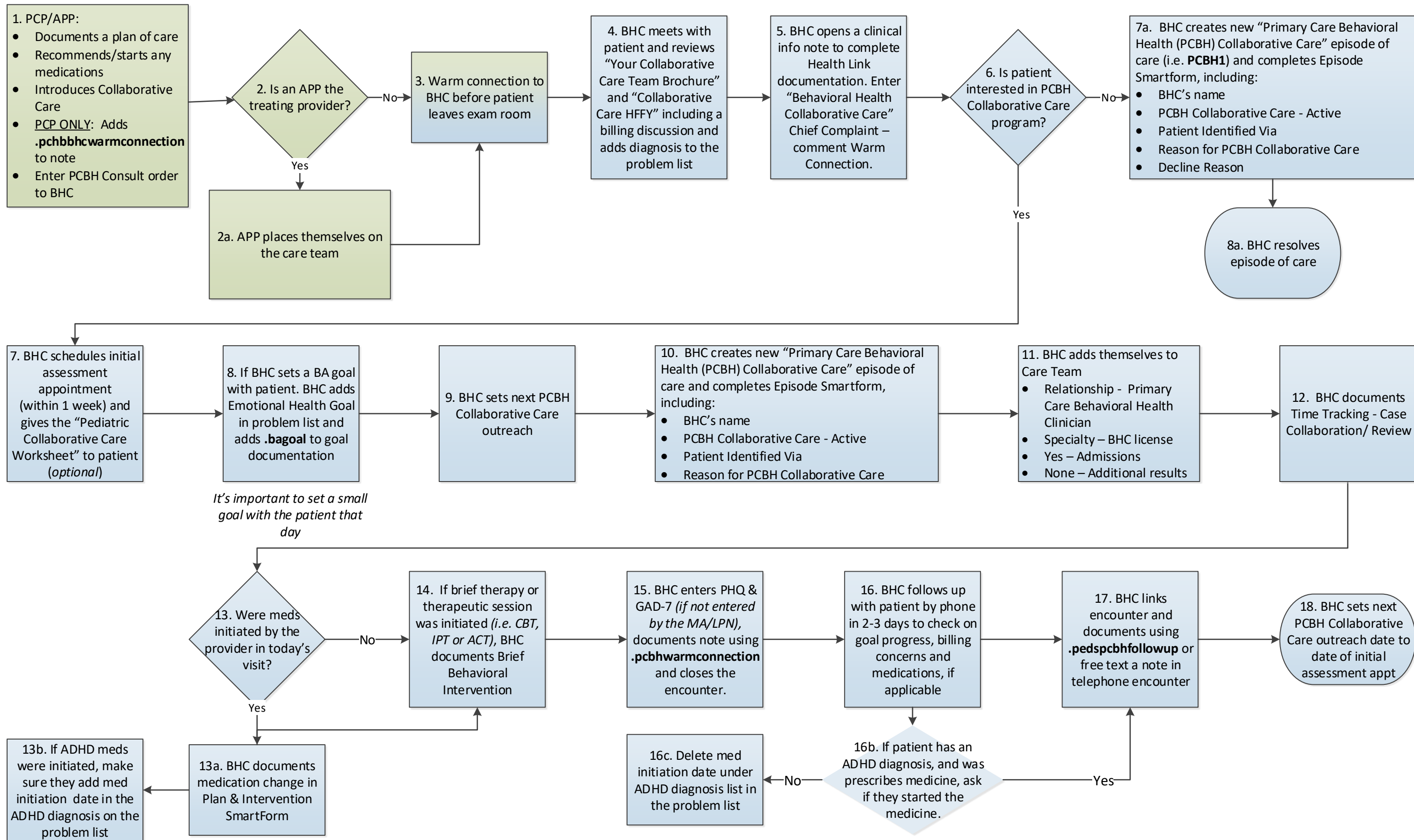


\*Reg sites will direct patients to reception to pick up tablet.  
 \*\*Non-English speaking patient will be given paper and answered with help of interpreter. Roomer or provider uses SmartForm to document.

WARM CONNECTION AND INITIATION OF CARE

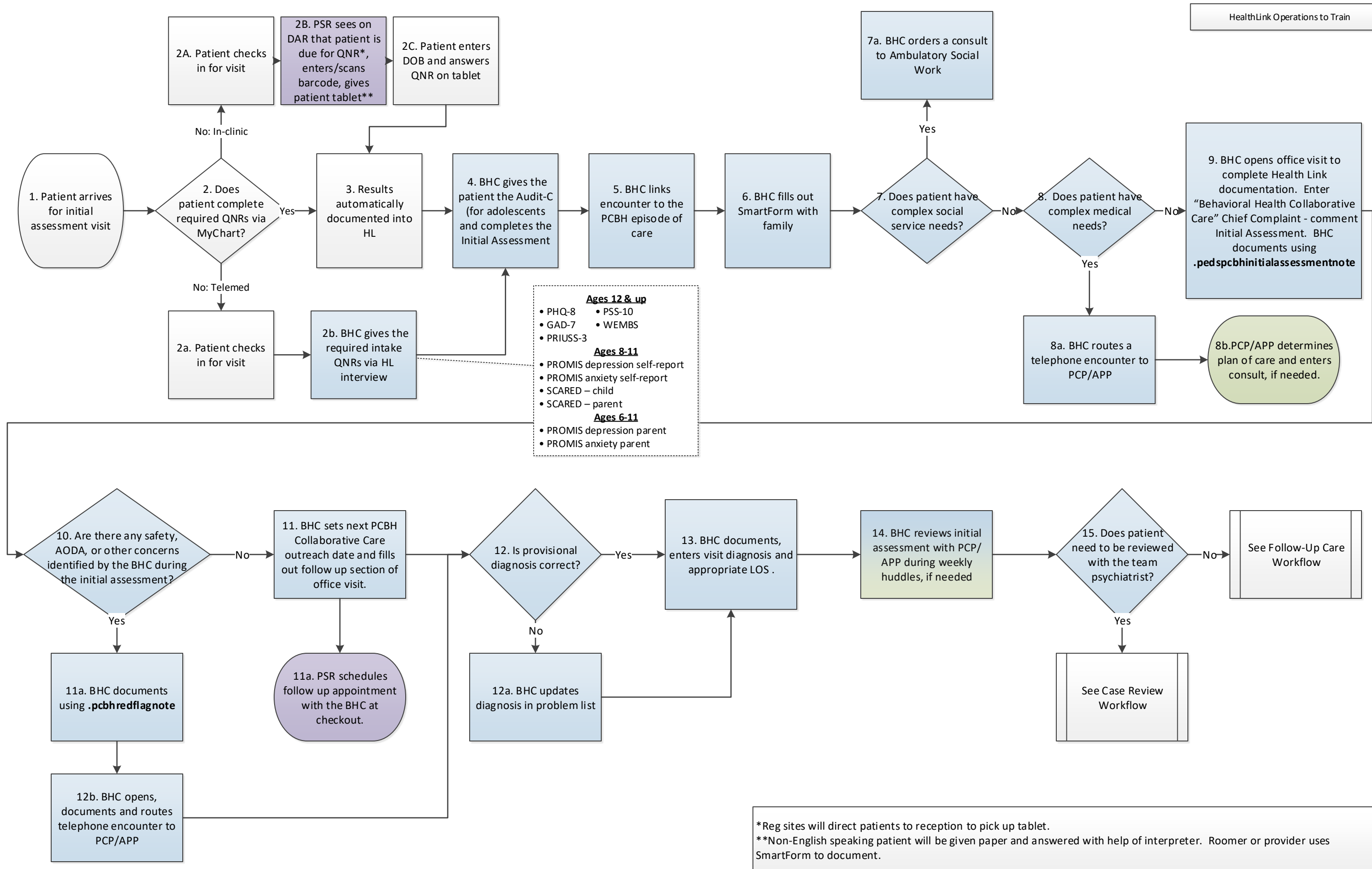
HealthLink Operations to Train

Initiation of Care: Introduction of BHC as Team Member



**INITIAL ASSESSMENT**

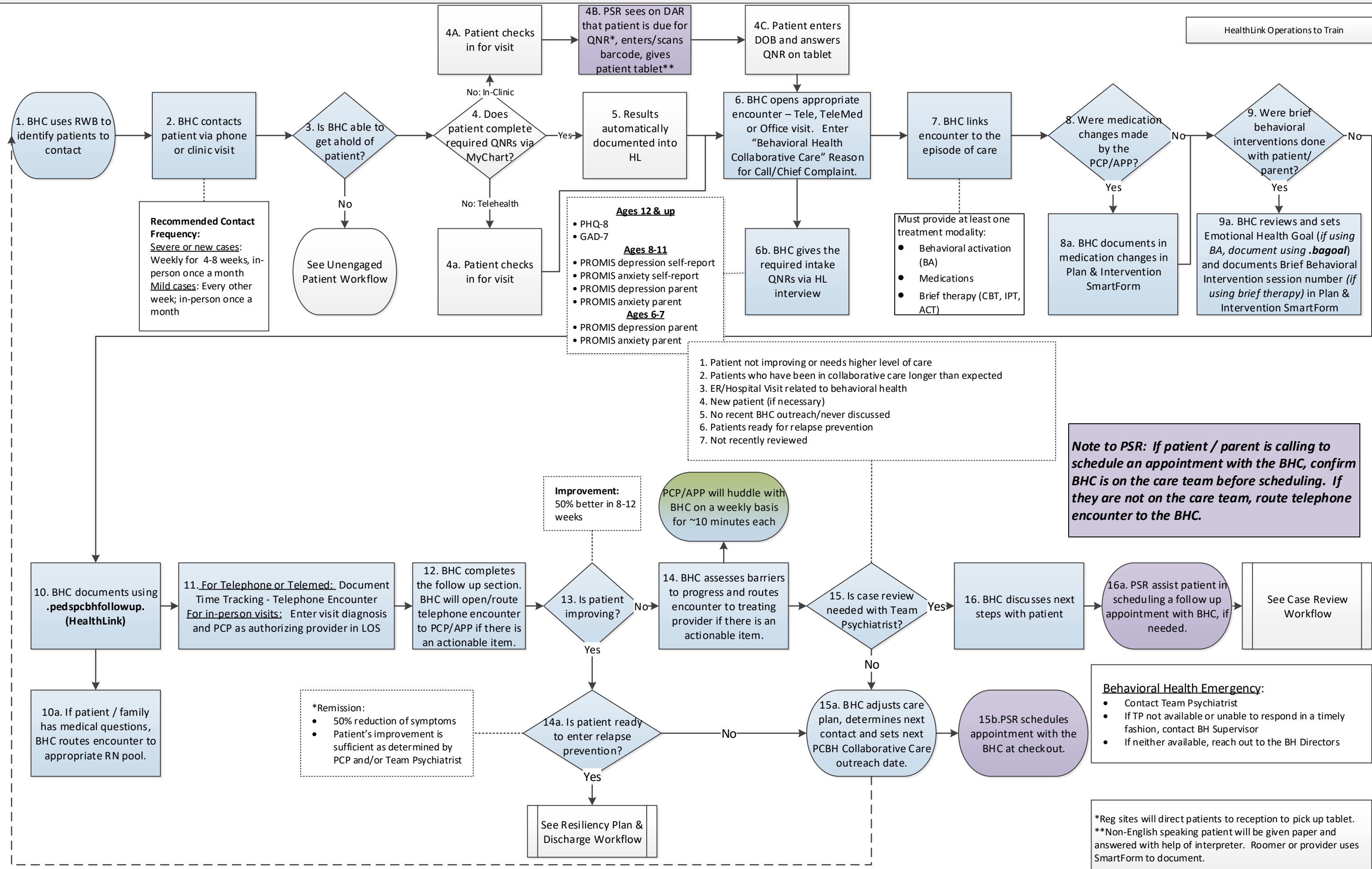
Initiation of Care:  
BHC Initial Assessment with Patient



\*Reg sites will direct patients to reception to pick up tablet.  
 \*\*Non-English speaking patient will be given paper and answered with help of interpreter. Roomer or provider uses SmartForm to document.

**FOLLOW-UP CARE**

BHC Follow-up Care



**Note to PSR: If patient / parent is calling to schedule an appointment with the BHC, confirm BHC is on the care team before scheduling. If they are not on the care team, route telephone encounter to the BHC.**

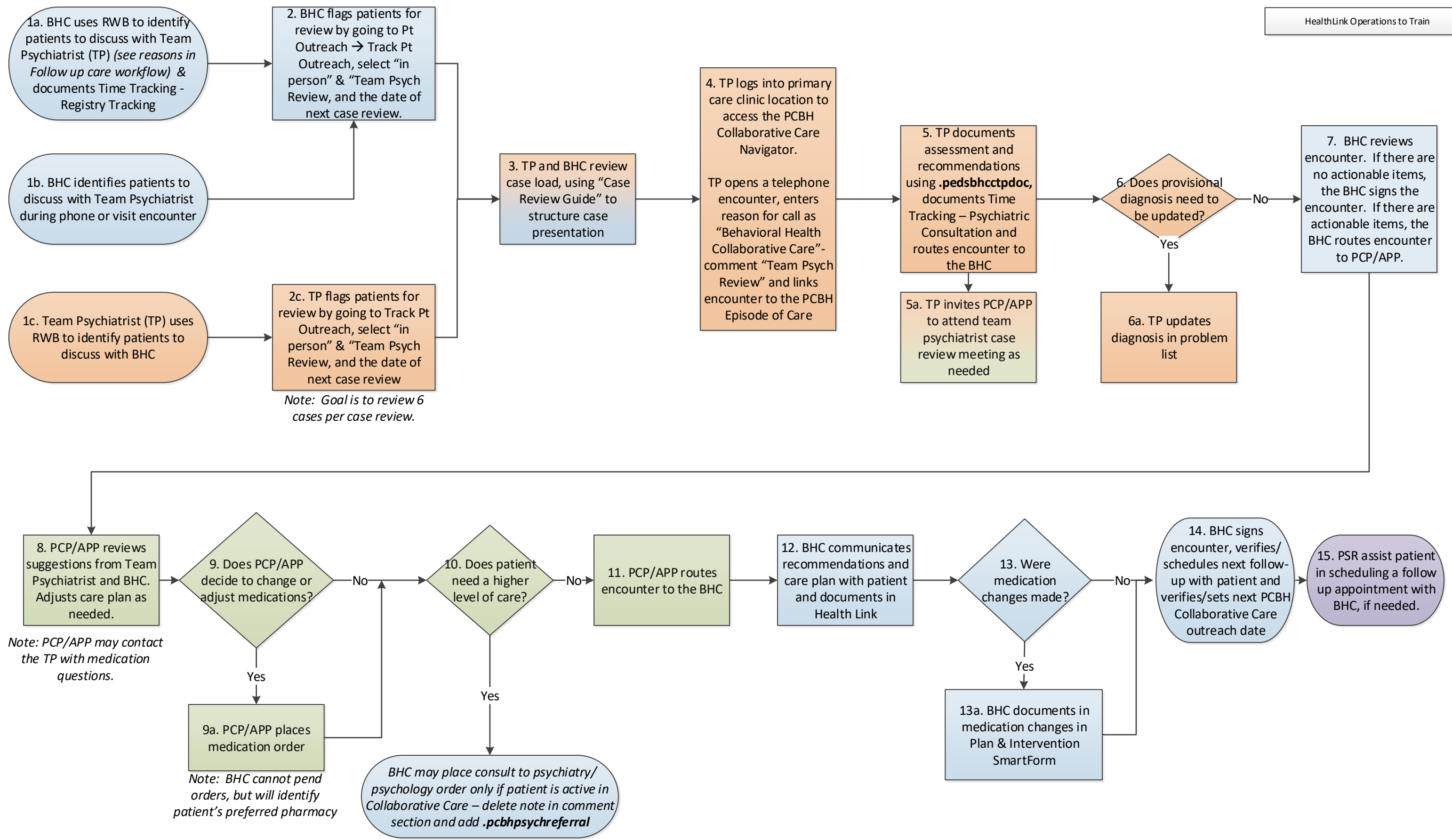
**Behavioral Health Emergency:**

- Contact Team Psychiatrist
- If TP not available or unable to respond in a timely fashion, contact BH Supervisor
- If neither available, reach out to the BH Directors

\*Reg sites will direct patients to reception to pick up tablet.  
\*\*Non-English speaking patient will be given paper and answered with help of interpreter. Roomer or provider uses SmartForm to document.

CASE REVIEW

BHC and Team Psychiatrist Weekly Case Review

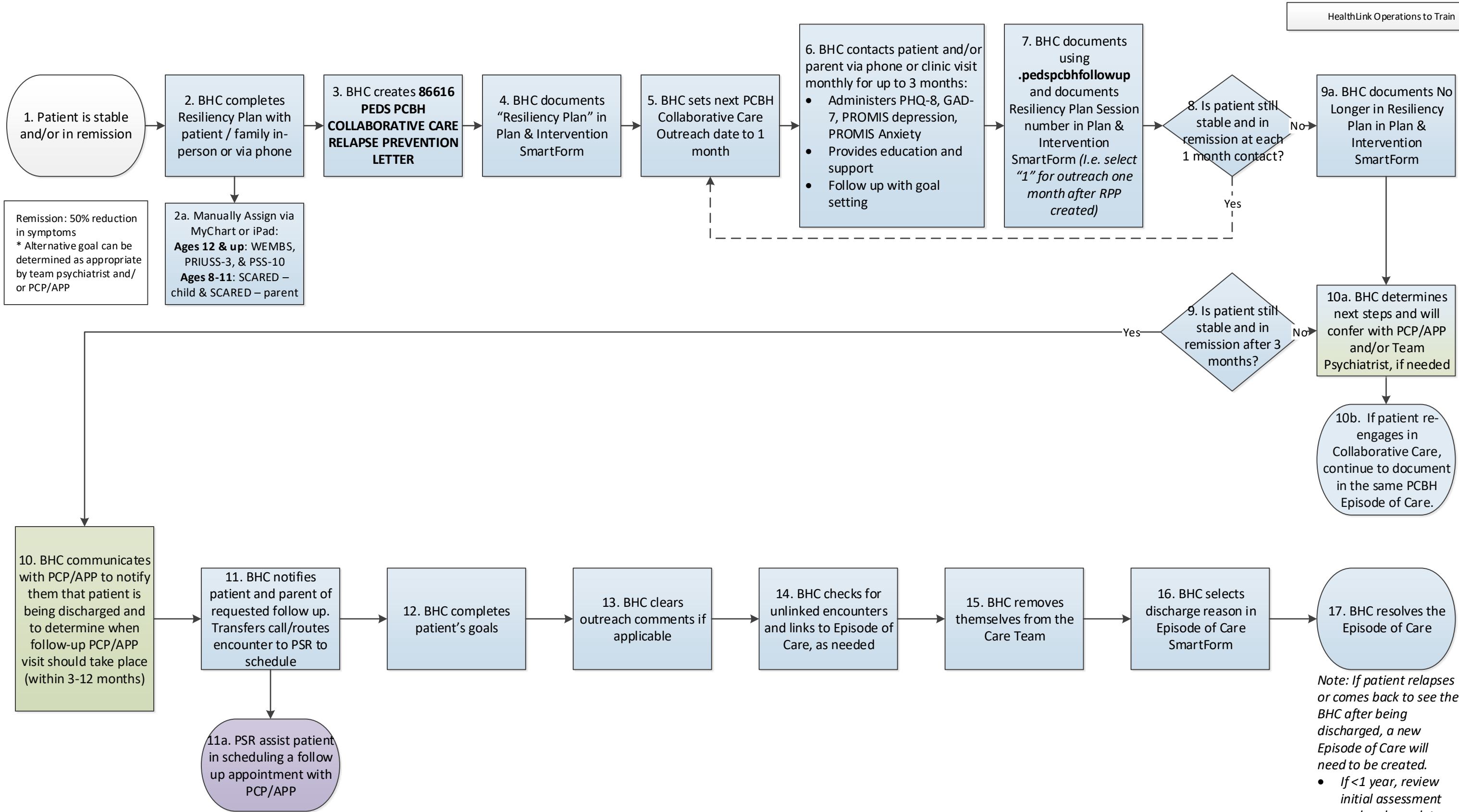




**RELAPSE PREVENTION AND DISCHARGE**

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Relapse Prevention and Discharge



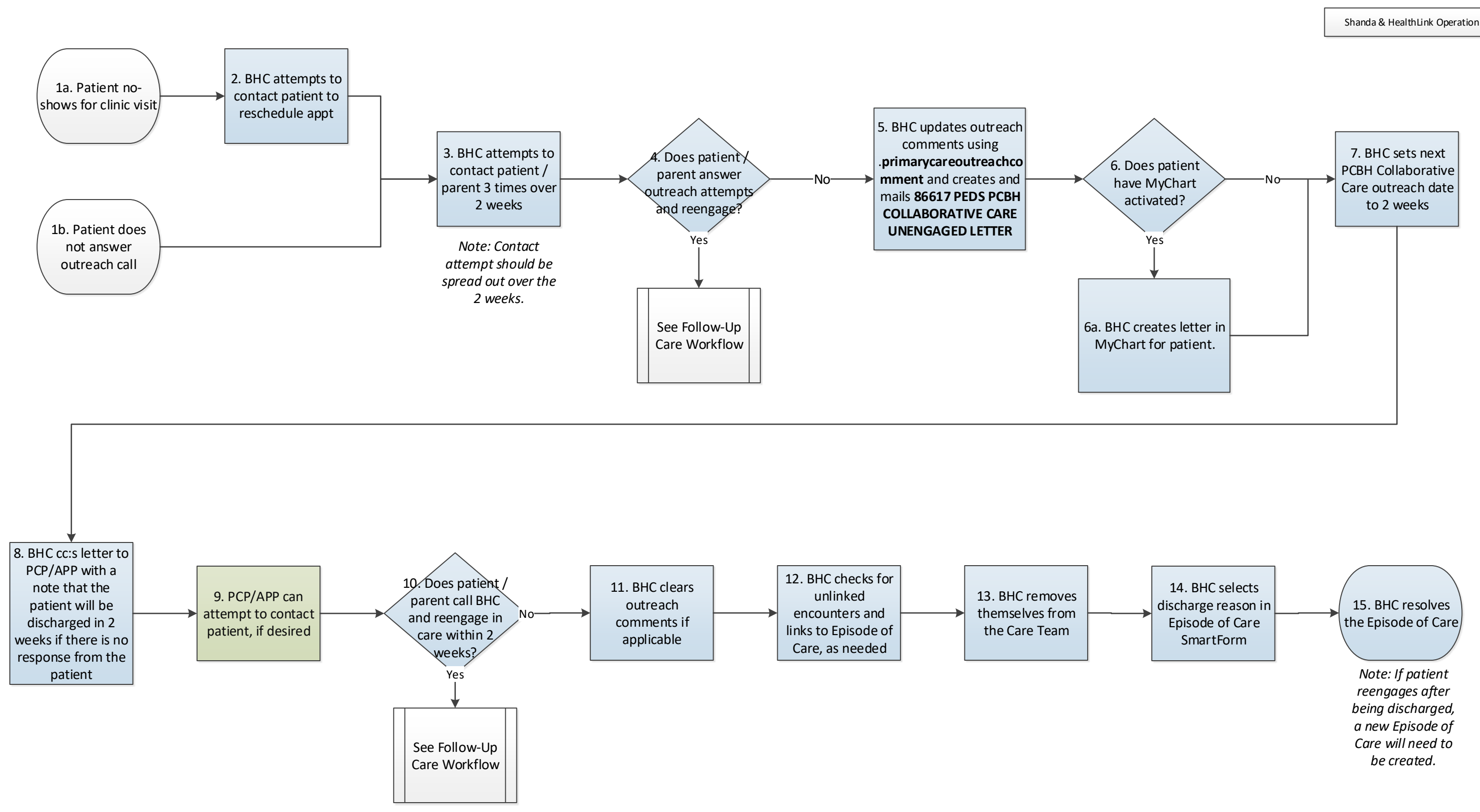
*Note: If patient relapses or comes back to see the BHC after being discharged, a new Episode of Care will need to be created.*

- If <1 year, review initial assessment and make updates in your note.
- If >1 year, complete a new initial assessment.

PATIENT RE-ENGAGEMENT

Shanda & HealthLink Operations to Train

Patient Re-engagement



PHONE OUTREACH

HealthLink Operations to Train

Phone Outreach

