

INTEGRATION OF STAY CONNECTED IN PATIENT FLOW

NON-CLINICAL



Frontline Staff

**GREET PATIENT
WITH A WARM
WELCOME**



**DELIVER RETENTION
MESSAGES**
*(see Pocket Guide for
Non-Clinical Staff)*



CLINICAL



Clinical Support
Staff

**GREET PATIENT
WITH A WARM
WELCOME**



**DELIVER RETENTION
MESSAGES & BROCHURE**
*(see Pocket Guide for
Clinical Care Staff)*



**CONDUCT
VISIT**



REVIEW
Poster and Deliver
Retention Messages
*(if applicable, see Pocket
Guide for Clinical Care Staff)*



Primary Care
Team

**GREET PATIENT
WITH A WARM
WELCOME**



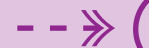
**DELIVER RETENTION
MESSAGES & BROCHURE**
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**CONDUCT
MEDICAL
VISIT**



REVIEW
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RETENTION SPECIALISTS



* **RETENTION SPECIALISTS SHOULD BE INTEGRATED INTO THE PATIENT FLOW OF SERVICES FOR NEW PATIENTS AND INCONSISTENT ATTENDERS.** Eligible patients may meet with the Retention Specialist after signing in at the front desk, seeing the clinical support staff, or meeting with their primary care team. A Retention Specialist will provide the following one-on-one, personalized services to patients:



- Face-to-Face Meetings



- Monthly Phone Calls
- Reminder Phone Calls or Text Messages