Non-clinical staff includes front desk staff, enrollment assistance workers, patient navigator, outreach staff, community health workers, among others.

**Take-Aways:**
- Non-clinical staff are often employed from the community so they can more easily relate to patients, understand their needs, and build trusting relationships.
- Non-clinical staff have more time to administer and respond to assessment.
- By asking the SDH questions before the clinic visit, needs identified can shape the visit and treatment plan to match the patient's circumstance and situation.
- Ensures that time is not added to the visit but uses "value added" time when the patient is waiting for the provider.
- If the patient arrives late or if not timed well, it may impact workflow timing for the provider.
- Lack of privacy in the waiting room may reduce patient's comfort to share information before seeing a provider.
- Not enough time for care team to review and respond to assessment during the provider visit.
- May increase resistance from the patient if they're expecting to meet with a provider.

**The Steps:**

1. **Patient waits to see Provider**
   - Patient waits to see provider, either in the waiting room or the exam room.
   - Non-clinical staff identifies patients to ask SDH questions based on their approximate wait times.

2. **Non-Clinical Staff Asks SDH Questions + Documents Data**
   - Staff person asks the patient each question or gives patient screening to self administer.
   - Staff person enters SDH response into the electronic health record with the current date and connects to z code or "problem list" where able.

3. **Patient Sees Provider**
   - Provider views SDH data in the electronic health record.
   - Patients situation is taken into account when providing treatment plans and prescriptions.
   - Provider or non-clinical staff refers patient to appropriate resources based on SDH responses.

4. **Referral to Resources**
   - Provider refers to resources immediately.
   - Provider or non-clinical staff refers patient to appropriate resources based on SDH responses.

5. **Follow Up**
   - Non-clinical staff follows up with patient to see if appropriate resources were accessed based on SDH responses.
   - Document in notes.