

Social Determinants of Health (SDH) Screening Sample Workflow

Steps for Non-Clinical Staff Before the Clinical Visit

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:

