

Annual Preventative Visits



Annual Preventative Visits

Goal: Ensure all clients (birth and up) are seen yearly by their PCP.

Talking Points:

- Children under 30 months should have at least 8 well visits (birth–15 months: 6 visits; 15–30 months: 2 visits).
- Children ages 3–19: see a PCP or OB/GYN yearly for a Well Child Visit.
- Adults aged 20 and older: see a PCP yearly for a Preventive Care Visit.
- Annual preventive care helps review overdue cancer screenings, medications, and any new health concerns.

Colorectal Cancer Screening



Colorectal Cancer Screening

Goal: Ensure all clients age 45+ are screened for colorectal cancer; the PCP or gastroenterologist will help the client choose the best test.

Talking Points: Help your client schedule an appointment with their PCP or gastroenterologist (intestine specialist).

- Colonoscopy: an exam that lets the doctor look inside the large intestine.
- Preparation is usually needed the day before; the doctor will order and prescribe the required supplies.
- Plan for someone to stay at the office during the procedure and help arrange transportation if needed.
- For low-risk patients, at-home options may include FIT or Cologuard (follow the doctor's instructions carefully).



Medication Adherence



Medication Adherence

Goal: Ensure compliance and safety with prescribed medications.

Talking Points: Encourage your client to bring (or bring a list of) medications to every appointment.

- Help your client set up a medication-taking system (for example, a pill box).
- Review medications after ED visits, hospital admissions, medical appointments, and mental health appointments.
- Some medications take a week or longer to determine whether the dosage is correct; labs may be ordered if needed.
- Suggest 90-day refills or delivery to reduce access barriers.
- A pharmacist is a great resource—don't hesitate to call.
- For NY Medicaid pharmacy policy questions: NYRx@health.ny.gov or (518) 486-3209.



Diabetes Care

Diabetes Care

Goal: To ensure all clients with diabetes receive recommended testing to stay healthy and reduce complications.

Talking Points:

- Lab tests-Hemoglobin A1c blood test and urine test for microalbumin
- Yearly Dilated Eye exam is recommended – mention to eye care provider about diabetes diagnosis
- Blood Pressure Control – good control is less than 140/90
- HbA1c value – good control is less than 6.5 mg/dl
- Foot exam-take off your socks at all doctor appointments for evaluation
- Medications should be taken as directed by the provider-A pharmacist is always a good resource if needed.
- Be sure client has appropriate home testing supplies, such as glucometer, test strips and lancets
- Assist client with linkage to diabetes educator or nutritionist

Breast Cancer Screening



Breast Cancer Screening

Goal: Doctors use a mammogram to look for early signs of breast cancer for women 40-74 years of age. Yearly mammograms are the best tests doctors have to detect breast cancer early.

Talking Points:

- A mammogram is an X-ray picture of the breast. An annual mammogram after the age of 40 is suggested but can be done more or even less frequently. This will be determined by your client's primary care provider or GYN physician
- Encourage your client to discuss with their doctor when a mammogram should be done. Your client will need a prescription to take with them to the facility where the mammogram will be done.
- Arrange for transportation if needed.
- For a list of mammogram facilities, please reach out to Quality@ElmandOakHealth.com

Follow-up after Hospitalization



Medical or Behavioral Health Hospitalizations/ER Visits

Goal: To prevent hospital revisit or re-admission.

Talking Points:

- Review hospital discharge papers with client
- Be sure a 7-day follow-up appointment has been arranged
- For inpatient BH, patients need to follow up with a licensed Behavioral Health provider (LCSW, Psychiatric NP, Psychiatrist)
- Suggest the use of telehealth for ease of client
- Review medications for any changes or new prescriptions. A Pharmacist is always a good reference.
- Encourage your client to take his/her medications to the follow-up appointment
- Help facilitate transportation to appointments and confirm client's contact number and address

Cervical Cancer Screening

Cervical Cancer Screening

Goal: Doctors use cervical cancer screening or a PAP smear to detect potentially pre-cancerous and cancerous cells in the cervix (opening of the uterus) in women aged 21-64.

Talking Points:

- Help your client make an appointment with their PCP or GYN provider
- A PAP test is the easiest way to help prevent or find early stages cervical cancer
- Testing can be done yearly or every 3-5 years. Frequency will be determined by the doctor's recommendation
- If client is between 21-29 years old, frequency is within the last 3 years
- If client is over 30 years old, recommended frequency is within the last 5 years
- Client may also have screening for STI's performed at the same time such as HPV or Chlamydia

HIV Care



HIV Care

Goal: To keep your client healthy and connected with their provider.

Talking Points:

- Individuals identified as living with HIV/ AIDs should have at least two outpatient visits with their doctor each year. If a client is not taking their medications, highly encourage a provider visit
- Viral Load: Individuals identified as living with HIV/AIDs should have two viral load tests (blood test). First half of year, and second half of year
- Syphilis Screening: Individuals identified as living with HIV/AIDs should have one syphilis test each year
- Help facilitate provider appointments-twice each year is optimal.
- Arrange for transportation if needed
- Encourage medication compliance and link clients with support group

Asthma Plan

Asthma Plan

Goal: Management of asthma day to day is important to breathe well, stay active, and keep asthma symptoms under control

Talking Points:

- Review asthma plan with PCP annually. Medications can be an inhaler or oral pill or both.
- 90-day supplies of controller meds increase adherence
- Controller Medication- Helps to reduce the chance of having an asthma attack. This type of medication is used every day and helps to keep asthma under control.
- Rescue inhaler- should only be used for an asthma attack. They are designed for immediate relief of symptoms. Use only when needed.
- Triggers include mold, dust, smoke, respiratory illness such as a cold, pollen, weather, exercise, pets, and cockroaches.
- Recommend quitting smoking. A pharmacist is a great resource.

Blood Pressure Control



High Blood Pressure (BP) / Hypertension

Goal: Improve control of blood pressure in individuals that have hypertension.

Talking Points:

- BP should be evaluated at least twice/year.
- Encourage your client to know what their Blood Pressure numbers are AND what their doctor would like their numbers to be. Target BP is less than 140/90.
- Encourage medication compliance
- Decrease salt intake-chips, deli meats, canned foods.
- Some blood pressure medications require annual blood work-client should discuss with provider when this should be done.
- Help facilitate transportation to appointments.
- If client is keeping a BP log, be sure to take to medical appointments.
- A pharmacist is always a good resource.

BH Medication Adherence & Labs

Schizophrenia / Bi-Polar Disease Management

Goal: Clients who have schizophrenia or bi-polar disease who are given an antipsychotic medication should be linked with a provider for treatment and tests.

Talking Points:

- Be sure your client has a provider.
- Help facilitate appointments, transportation, housing, and other needed services.
- Antipsychotic medications are to be taken as directed for best results and management of the disease. Encourage your client to take their medications.
- Individuals taking antipsychotic medications are at a higher risk of developing high cholesterol and diabetes.
- Diabetes screening/monitoring called an A1c or blood glucose (non-fasting lab test) should be done at least annually.
- High Cholesterol screening/monitoring lab test should be done annually.

Pain Management and Opiate Use

Pain Management and Opiate Use

Goal: Decrease risk of medication misuse and improve pain management

Talking Points:

- Pain can be acute or chronic
- Chronic pain lasts 3 to 6 months or more
- Be prepared to measure your pain on a scale from 1-10
- Treatment may include physical therapy, exercise, nerve block, nerve stimulator and both non-controlled and controlled substances
- Your doctor will prescribe the least amount of pain medication necessary to manage your pain
- Do not share or borrow medication from another person, even a family member
- Follow the instructions provided with the medication. Contact your doctor if you do not get relief or lessening of the pain after 30-60 mins
- Do not take more of the medication or another medication for pain relief without contacting your provider
- A pharmacist is always a good resource.

Depression Screening



Depression Screening

Goal: Medication compliance with prescribed medication to treat depression

Talking Points:

- Depression can be treated through talk therapy, activity, and medication
- Medication should be taken consistently and may take several weeks to feel better
- Side effects are common with the medication and will usually go away after a short period of time
- Medication should be taken as prescribed. Contact the provider before stopping the medication.
- Develop a plan of who to contact, how to contact if feeling worse or considering self-harm