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### Patient Level
1a. Child/Youth with Special Health Care Needs — with complicating family/social issues
1b. Child/Youth without Special Health Care Needs - with complicating family/social issues
1c. Child/Youth with Special Health Care Needs - without complicating family/social issues
1d. Child/Youth without Special Health Care Needs - without complicating family/social issues
1e. Interpreter needed
1f. Interpreter not needed

### Care Coordination Needs
2a. Clinical or Medical Management related to THIS clinic (including education about medical or behavioral condition)
2b. Mental/Behavioral/Developmental Health
2c. Referral and Appointment Management
2d. Educational
2e. Social Services (housing, food, transportation)
2f. Financial/Insurance
2g. Advocacy/Legal/Judicial
2h. Connection to Community/Non-Medical Resources
2g. Prior Authorization

### Activity to Fulfill Needs
3a. Pre-visit review
3b. Patient education/anticipatory guidance
3c. Communication with family [via telephone/email]
3d. Communication with an internal clinic team member [via telephone/email/in-person]
3e. Communication with an external health care provider, hospital, or care team member [via telephone/email]
3f. Telehealth encounter
3g. Update of clinical chart [electronic medical record system]
3h. Communication with a community agency/educational facility/school [via telephone/email]
3i. Reviewed labs, diagnostic tests, notes, IEP
3j. Form processing (school, camp, etc.)
3k. Research of clinical/medical question
3l. Research of non-medical question/service/etc.
3m. Development/modification of care plan
3n. Referral management or appointment scheduling
3o. Prescription/Supplies order placement
3p. Secured prior authorization for patient
3q. Connection to family navigator/family support group

### Outcomes Occurred
4a. Medication-related discrepancies reconciled
4b. Medication treatment compliance
4c. Non-medication-related discrepancies reconciled, adherence to care plan
4d. Ability for family to better manage at home care and treatment due to education/guidance provided virtually
4e. Modification of medical care plan (testing, medication, etc.)
4f. Modification of care plan [non-medication component] to reduce unnecessary family burden/stress; increase adherence to care plan
4g. Scheduled necessary clinic visit [for THIS clinic]
4h. Speciality referral
4i. Necessary ER referral
4j. Referral to community agency
4k. Prior Authorization completed
4l. Prescription/medical supplies ordered

### Outcomes Prevented
5a. Abrupt discontinuation of medication by family/caregiver due to prior authorization requirement
5b. Non-compliance to treatment plan due to misunderstanding between care team and family
5c. Medication error
5d. Presence of adverse medication side effects unnoticed by family/clinic team
5e. ED Visit
5f. Unnecessary clinic visit [for THIS clinic]
5g. Unnecessary specialist visit
5h. Missed clinic visit
5i. MD/NP call to the family
5j. Unnecessary lab/test [prevented duplicative testing]
5k. I don’t know

### Time Spent
6a. less than 5 minutes
6b. 5-9 minutes
6c. 10-19 minutes
6d. 20-29 minutes
6e. 30-39 minutes
6f. 40-49 minutes
6g. 50+ minutes (please note actual time):

### Staff
7a. RN
7b. NP
7c. PA
7d. MA
7e. Administrative
7f. Care Coordinator
7g. Social Worker
7f. Physician

### Clinical Competence (CC)
8a. CC required
8b. CC not required

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