

**Table 12.1** BHC Sam’s Schedule for Monday

<b>MONDAY AM Schedule</b>		<b>Visit Start</b>	<b>Work-Ins</b>
7:30 AM	Huddle		
		7:45 AM	Call patient: Trish: Pain flare and ED visit
8:00 AM	May: Medically Unexplained Symptoms (follow-up)		
		8:30 AM	Raymond: Developmental Delays (warm- handoff, initial)
9:00 AM	Janet: Diabetes (follow-up)		
		9:30 AM	Marie: Schizophrenia (same-day, follow-up)
		9:45 AM	Preparation for tomorrow’s class called “Pain and Quality of Life”
10:00 AM	Juan: Pre-diabetes, obesity (follow-up)		
		10:30 AM	Andrew: Medication Adherence (PCP prep/Warm hand off, initial)
11:00 AM	Maria: Chronic Neck Pain (initial, phone visit)		
		11:15 AM	Charting Catch Up, Feedback
		11:30 AM	Lucille: Behavior Problem (warm hand off, initial)
<b>MONDAY PM Schedule</b>		<b>Work-Ins</b>	
1:00 PM	Pathway Meeting: Hypertension		
		1:35 PM	Disruption in waiting area, Belinda (same-day, initial)
2:00 PM	Samuel: School problems (initial)		
2:30 PM	Ed: Alcohol (initial)		
		2:50 PM	Sarah: Sleep Problem (warm hand

			off, initial)
3:00 PM	Diabetes Class-based Service		
4:00 PM	Charting and Feedback		