

Table 4.5 List of Possible Tasks for a Behavioral Health Assistant

1. Start computers at beginning of day and pre-scrub BHC schedule.
2. Huddle with BHC and PCPs and/or their assistants at the beginning of the day to review the PCP's schedules and identify patients that might benefit from a same day consult with the BHC.
1. Call scheduled patients to remind them of appointment times. (This may be done the morning of the appointment or the day before depending on BHA time availability.)
2. Coordinate scheduling of patients who call for same-day or next-day BHC visits.
3. Coordinate scheduling of patients referred by a PCP or nurse for a same-day BHC visit during the day.
4. Maintain paper copies of all assessment tools used by the BHC and ensure scheduled patients receive the assessment(s) electronically before their visit (if applicable).
3. Administer pre-appointment assessments used by the BHC and record results in the medical record.
4. Organize the BHC's patient visits, adjusting as the need for same-day initial and same-day follow-up evolve during the workday.
5. Ensure an interpreter is available, when needed, at the start of a BHC visit requiring such.
6. Inform PCPs and staff when new same-day appointments are available with the BHC (e.g., if there is a no-show or cancellation).
7. Manage PCBH databases (e.g., for classes and pathways).
8. Call patients to follow-up on simple care plans (such as self-management goals).
9. Assist with completion of forms for the medical chart, such as the permission form for release or exchange of written information.
10. Send paperwork to other involved entities.
11. Copy materials as requested.
12. Return calls to patients if instructed by the BHC (e.g., if a simple administrative issue is involved).
13. Assist with completing referrals for services outside of the clinic.

14. Coordinate with other care extenders, including CSWs.
15. Maintain supplies for the BHC.
16. Document patient no-shows and cancellations in patient charts.
17. If asked by the BHC, contact patients who no-show or cancel to arrange a same-day telehealth or future follow-up appointment.
18. Assist with organizing BHC classes and group care clinics.
19. Initiate calls to schools and other community organizations as requested.
20. Update community resource lists on a quarterly basis.
21. Organize and maintain patient education materials and community resource brochures (both paper and electronic versions).
22. With BHC, assure that all rooms used for BHC and BHA activities are cleaned immediately after use (including toys used with children, as applicable).