

## Team Based Care at The Polyclinic

We're excited to announce a new, expanded care team specifically designed to enhance your overall experience in primary care.

Team based care is a new, but well-tested approach. Each patient has an assigned care team focused on helping you meet your individual health goals. You can also spend more time with multiple team members to allow for a more personalized experience. The care team is directed by the physician, but each member shares responsibility for building healing relationships with patients and meeting the needs of the whole person.

Here are the members of the care team and their role in delivering your care.

### Primary Care Team

**Physician (MD, DO)** - The physician leads the care team and is responsible for overall patient care and partnering with patients on clinical decision-making. The support of other care team members allows physicians to engage in more focused and rewarding doctor-patient visits, and gives physicians more time for diagnostics and treatment planning.

**Advanced Practice Clinician (PA, ARNP)** - Physicians Assistants and Nurse Practitioners provide routine and urgent care and may serve as the primary care provider for some patients. They collaborate closely with physicians and partner with patients on clinical decision-making. Like physicians, PAs and NPs have a leadership role on the care team and can delegate tasks to others, according to each member's training and certification.

**Nurse (RN)** - Nurses play two key roles on the team: providing clinical care and helping manage care for patients with complex or chronic conditions. Nurses provide patient education, health coaching, triage for urgent issues, follow-up for patients who have been to the hospital or ER, and connection to additional resources and support.

**Medical Assistant (MA)** - Multiple MAs are assigned to each care team, and have a comprehensive role in helping patients move through the entire visit. MAs manage some administrative duties for physicians and assist with patient education, procedures, and coordination of after-visit care.

**Scribe** - Scribes will join the physician and patient in the exam room to provide note-taking and documentation of care in the patient's electronic medical record. Scribes allow physicians to fully engage with patients while ensuring the medical record is accurate and up to date.

**Patient Service Representative (PSR)** - PSRs are often patients' first point of contact with the doctor's office. They work closely with patients to prepare for appointments so visits to the doctor are more comprehensive, organized, and satisfying.

### Extended Care Team

Patients also have access to an extended care team that includes pharmacists, behavioral health staff, nutritionists, and social workers. The primary care team may bring in one of these specialists during a patient visit or refer patients to these specialists for additional support. The extended care team offers important services for whole-person health.

We look forward to working with you to achieve your health goals!

