San Francisco City Clinic Telephone Visit Flowchart

**FRONT DESK**
- Reason for visit

**NOT PRIOR PT**
- Register
- Transfer to clinician

**PRIOR PT**
- Collect EMR # and Phone #
- Transfer to clinician

**CLINICAN**
- Assess concern/complaint

**NO CLINIC VISIT NEEDED**
- Call in Rx
- Document in chart

**CLINIC VISIT NEEDED**
- Obtain as much Hx as possible over phone and document in progress note
- Determine what tests anticipated
- Advise front desk pt is coming in

**PT ARRIVES IN CLINIC**
- Front desk advises clinician pt has arrived
- Clinician prepares a bag with anticipated collection tubes (?)
- Pt collects appropriate samples
- Pt to see clinician who did triage

**NO CLINIC VISIT NEEDED**
- No need to register
- Document in chart

**CLINIC VISIT NEEDED**
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**SUSPECT NGU**
- MSW: Call RX

**PREP 1-MNTH EXTEND**
- Advise to leave pharmacy on PrEP VM
- Transfer to PrEP

**BIRTH CONTROL**
- Assess Hx, BP, refill 1 yr or as appropriate

**EPI TX GC/CT/MG TRICH W/O SX OR LAPSE**
- WSM/MSW Call RX
- MSM/TGSM (not GC) Call RX
- MSM/TGSM (GC): Clinic visit preferred, but OK to call in Rx if needed