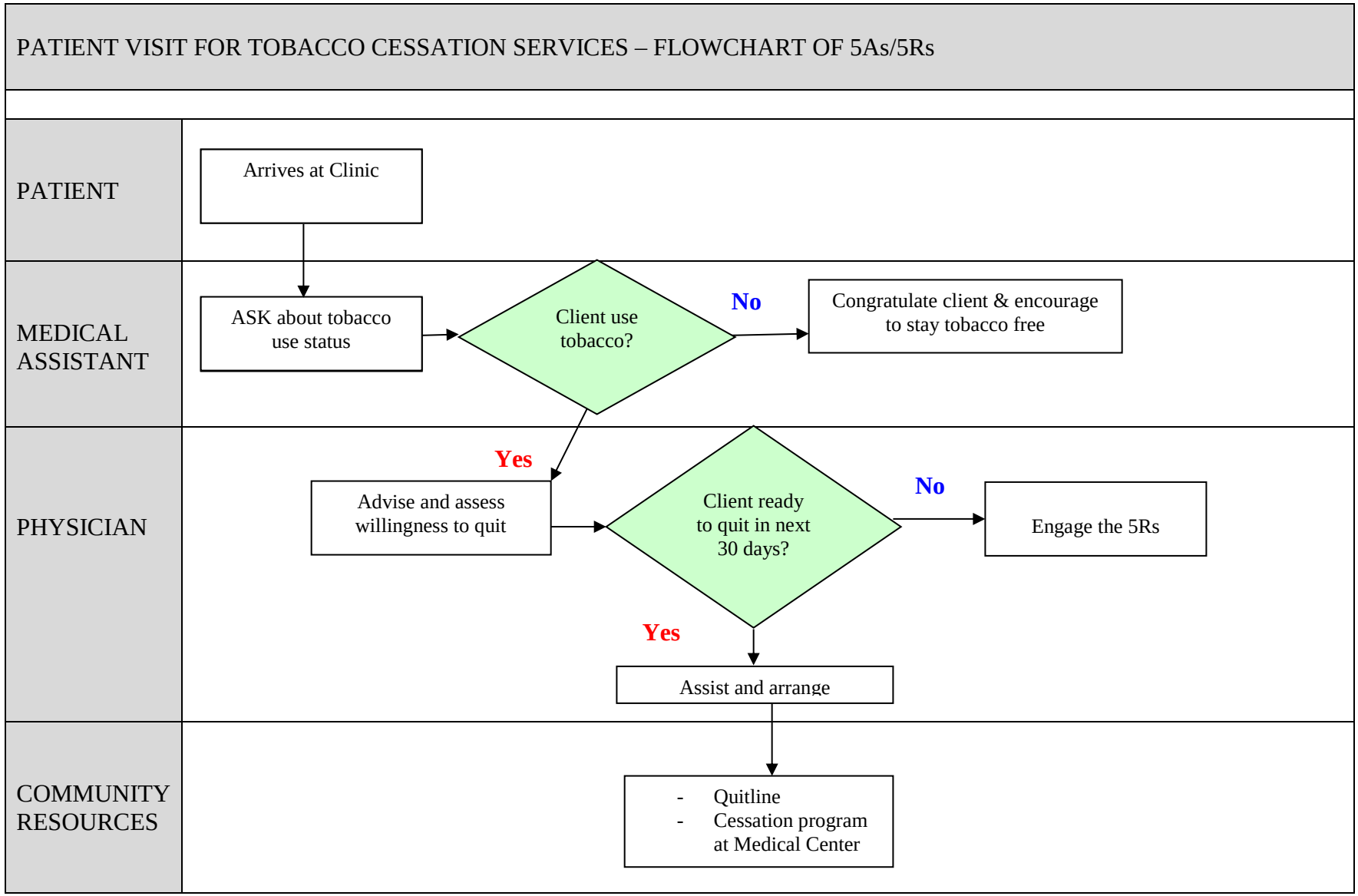
SAMPLE CROSS-FUNCTIONAL FLOWCHART



SAMPLE CROSS-FUNCTIONAL ROLES & RESPONSIBILITIES MATRIX

	Front Desk	MA	Physician	Community Resources
Patient checks in	- Display materials to encourage tobacco cessation	- Ask structured question - Non-tobacco users: Congratulate and encourage to stay tobacco free - Tobacco users: Document in patient EMR		
Patient receives care in clinic			- Look for tobacco field in EMR - Advise client that uses tobacco to quit - Assesses willingness to quit in next 30 days - Assists patient willing to quit: - Arrange referrals (quitline or other resource) and discuss follow-up	
Patient has contact with community resources				- Quitline calls patient - Patient attends group counseling or other community programs
Patient returns to Clinic		- Asks structured question	- Discusses current tobacco use status/quit status, incl. relapse and successes - Arranges for additional referral and follow-up as necessary	