

PROACTIVE CARE COORDINATION ASSISTANT



Overview of the PCCA Role at Edmonton Southside PCN

Proactive Care Coordination Assistants (PCCAs) are administrative staff who work “behind the scenes”, using a clinic’s EMR. This position is offered to all ESPCN clinics who panel patients, and have EMRs which can generate reports. It is offered in addition to the clinic MDT budget.

On a 12-week schedule and using remote EMR access, PCCAs rotate between multiple clinics for blocks of 1-12 weeks, based on a clinic’s panel size.

PCCAs find patients who are due for care or screening, including patients who:

- are under 18 and who have not been seen in 2 years or more.
- are 18-74 and have not been seen in 3 years or more.
- are 75+ and have not been seen in 1 year or more.
- have a chronic disease (diabetes, hypertension, COPD, heart disease, kidney disease).
- are due for mammograms, pap tests, colorectal cancer or diabetes screening, or plasma lipid profiles.

PCCAs call patients to offer an appointment with their physician or the appropriate MDT, or a screening requisition, depending on the process the clinic develops with their Improvement Facilitator.

PCCAs serve as a safety net to prevent vulnerable patients from falling through the cracks in our health system. For more information, contact your Improvement Facilitator.