<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Practice Assistant** (Front Desk) | Helps you get in touch with your medical team  
Checks you in and out of the practice  
Helps you schedule or reschedule appointments |
| **Practice Manager**           | Works with the Medical Director  
Responsible for the smooth running of the practice  
Helps you understand how the practice works by solving any administrative problems |
| **Medical Director**           | Works with the Practice Manager  
Responsible for the smooth running of the practice |
| **Phlebotomist** (Lab)         | Collects blood from you  
Collects samples of urine and stool  
Ensures blood and samples are transferred to the Brigham and Women’s lab so they can be processed |
| **Social Worker** (LICSW or LCSW) | Provides you with guidance and support around behavioral health/mental health issues (for example: anxiety, depression and sleep issues)  
Provides you with short-term counseling and then connects you with long-term counseling as needed |
| **Doctor (MD)/ Resident (MD)** | Helps you get healthier by getting to know you, figuring out and treating any issues, ordering tests and prescribing medication. |
| **Physician Assistant (PA)**   | They do the same job a doctor does. They have an interest in preventing diseases and educating patients on their health. |
| **Nurse** (Licensed Practical Nurse - LPN) | Checks in with you if you are sick or having an issue and helps you get better  
Provides you with education about your health  
Nurses can provide blood pressure checks, dressing changes, remove stitches and give shots |
| **Medical Assistant** (MA)     | Brings you to the exam room  
Collects information to pass onto the doctor or physician assistant (for example: reason for visit, blood pressure, pulse, weight, temperature, medication and collecting different surveys and tests) |
| **Pharmacist** (Pharm.D.)      | Reviews and might adjust your medications to make sure they are safe and appropriate  
Provides you with education on the purpose and proper use of your medications |
| **Nutritionist** (Registered Dietician - RD) | Works with you to discuss your lifestyle (eating, sleeping and exercising)  
When you are ready, gives you advice/education on changes to improve your health |
| **Nurse Care Coordinator** (Registered Nurse - RN) | If you are in the hospital, she will reach out to you and help you if you have any issues. She will be in touch when you get home.  
If you have complicated medical issues, she will work closely with you to help you get healthier. |
| **Community Resource Specialist** | Helps you get connected to community resources (for example: transportation, housing and food access) by providing you with referrals and information |

*Last Updated On: May 2016*