

CHDF'S PATIENT NAVIGATION PROGRAM

Staying healthy requires more than just medical care. People need safe places to live, healthy foods to eat, and communities that support them.

To help promote this continuum of care, Community Health Development Foundation establishes local patient navigation programs to easily connect patients and community members with advocates, agencies and nonprofits in their area.

Powered by a convenient online tool called UniteUS, these programs help individuals successfully identify, understand and utilize social services that are critical to their care. Referred services might include disability support, early childhood education, family caregiving, free transportation, mental health resources, rehabilitation programs, respite care, or shelters, among other social supports.

Each navigation program is offered to its community free of charge and aims to:

- Simplify the entry of individuals' specific needs into a centralized referral system
- Match individuals with services that have been identified as key components of their care
- Utilize Patient Navigators to help establish contact, identify next steps, overcome procedural barriers, and ensure that referrals are successfully utilized
- Quantify understanding and resources to the specific social service and wellness needs of individual communities
- Respond to social determinants of health needs as part of a whole-person-health mission

Who Benefits

Community Members

Individuals are able to address specific social determinants of health needs and obtain 1:1 assistance securing a variety of services. Access to these resources helps improve the health and overall quality of life for people and families.

Healthcare Providers

Providers are able to connect patients to social services and wellness referrals through a single system with access to a large network of local community partners. Service referrals lead to an increase in success and satisfaction rates for physicians.

Community Organizations

Community Organizations are able to extend their reach and build awareness at no additional cost. By onboarding new clients and partnering with the patient navigator, they're able to spend more time directly contributing to client care.



HOW IT WORKS

Connect

Community members in need of services connect with our Patient Navigator through referrals placed by physicians, other service providers, or through self-referral.



Identify

Our Patient Navigator conducts client intake, including a Social Determinants of Health screening to identify specific social health and wellness needs.



Refer

The Patient Navigator matches clients with services that have been identified as key components of their care and provides referrals through UniteUS.



Ensure

The Patient Navigator facilitates engagement, providing any necessary support for resource access and following up to ensure client's needs are successfully met.

