

Methodist Mansfield Patient Impact Story ED Navigation Project

Patient X lives in Texas with an average of 2 Emergency Department visits per month prior to the intervention of ED Navigator.

After meeting with the patient navigator, the patient disclosed that they had limited transportation, making it a challenge for them to get to appointments with providers in Fort Worth or Dallas. They were unaware of local PCPs that would be more convenient to reach. The patient also did not have a primary care provider or access to specialists needed to help them manage their chronic pain and illness. Thankfully, the ED navigator was able to locate area PCPs and specialists and offered to make appointments for the patient. The patient was also educated on appropriate ED utilization and alternatives to returning to the ED.

During the patient navigator's one week follow up with the patient, the patient had already selected a local PCP, set up an appointment and had already visited the referred specialist physician. This patient is well on their way to managing their chronic illness and getting the care that they need in a setting more appropriate than the Emergency Department!