**Patient Care Coordination Policy**

Greeley County Health Services provides the highest possible quality of care to our patients. In the spirit of that mission, and with grant funding assistance, we have created a Patient Care Coordination program. Greeley County Health Services patients who are eligible to receive services include individuals who have a chronic or serious illness and require complex or difficult referrals outside of our primary care services. Complex referrals may be defined as referring to one or more specialists requiring multiple visits, diagnostics or follow up. (Please consult with Patient Care Coordinator if any questions about eligibility.)

GCHS patients may be referred to the Patient Care Coordinator Program by their primary care provider, GCHS staff member or self referral. This position is staffed by Burlay Parks, RN. Patients may access services by calling either clinic to schedule a visit with Burlay, Patient Care Coordinator.

Patient Care Coordinator will maintain office hours in both clinics and is available for a warm handoff during or following a patient visit if needed. She may also be contacted via phone or email.

Patients who participate in the program will be informed about the research aspects of this project and may be asked to participate in surveys, studies, interviews or focus groups to measure the effectiveness of the program.

Program services may include, but are not entirely limited to, the following:

**Screening**

 Help finding a provider for screening services

Help setting up a medical screening appointment

Reminder communication for screening appointments (phone, email, text)

 May refer to patient assistance for support services as needed

 Help arrange transportation to screening

 Help with lodging for screening

 Coordination of communication to and from Primary Care Provider (PCP)

**Diagnosis**

 Help following a positive screening results to make an appointment for diagnostic test

 Help getting a second opinion

 Help patient and family to better understand prognosis and treatment options

 Help with transportation to diagnostic appointment

 Help with lodging for diagnostic appointment

 Coordination of communication to and from Primary Care Provider (PCP)

**Treatment**

 Help finding a healthcare provider / clinic for treatment

 Help setting up a medical treatment appointment

 Reminder communications for appointment information for health treatment

 Help patient and family ask questions about diagnosis and treatment

 Help patient communicate with provider about co-morbidity

 Help with transportation for treatment

 Help with lodging for treatment

 Help with lodging and transportation for family during patient’s treatment

 Help with family education about the patient’s diagnosis

 Help with obtaining a treatment plan from healthcare provider / clinic

 Help with addressing patient’s side effects

 Coordination of communication to and from Primary Care Provider (PCP)

**Quality of Life**

Help with rehabilitation (exercise or ways to adapt to physical changes brought on by cancer)

 Help finding support programs

 Help with complementary and alternative treatments

 Help finding a healthcare provider

 Help with nutrition resources

Help with professional counseling support services

 Help with transportation for follow up services

 Help with addressing patient’s side effects from cancer or treatment

 Help with or referral to daily living issues

 Help obtaining recommended medications

 Coordination of communication to and from Primary Care Provider (PCP)