

Covenant Health Partners Care Coordination Script

Introduction:

I would like to tell you about our Care Coordination Program offered here at Covenant.

Program Explanation:

Care Coordination will help to provide you information for you to become better educated about your health care needs. The Care Coordination teams works to ensure you have an established health care provider, such as a primary care physician and partners with him/her to help you reach your health care goals.

“This program assists you when you return home by helping secure community resources for which you may qualify. If you agree, you will be assigned a navigator who can reinforce instructions from your doctor and help you get an appointment with a primary care provider.”

Your navigator will work with you to set personal healthcare goals and assist in monitoring your progress. This program is a free service of Covenant and neither the patient nor their insurance will be billed.

A member of the Care Coordination team will contact you via phone to obtain some initial information and confirm you are interested in their services. The team will usually call you within the next few days (typically 2-5 days). Can I get some basic information from you?

Name

DOB

Address

Do you have a PCP? If so who?