

## Fact Sheet

**S**pecialty Care Coordination is at the heart of what we do at Project Access Northwest. **Helping committed patients connect with compassionate volunteer health care providers is the foundation of our work.** Our care coordinators work with patients to assist them in navigating a complex health care system.

### WHAT is our Specialty Care Coordination Program?

Project Access Northwest connects un- and under-insured patients with the specialty care they need.

### WHO is eligible for the Specialty Care Coordination Program?

Our care coordination program focuses on low-income patients who are uninsured or enrolled with Apple Health. We serve patients who are cared for by a primary care provider in a safety net clinic but have an unmet health need due to lack of access to a specialty provider.

### HOW does the Specialty Care Coordination Program work?

When the care of a specialist is required, the primary care / family doctor makes a referral to Project Access Northwest. Our intake specialist reviews the enrollment form for completeness. Once the referral is accepted, a registered nurse reviews that referral to determine the appropriate specialty and to ensure that all needed labs, tests and imaging are included. The care coordinator then works with the patient to schedule all appointments and schedule interpretation services as necessary.

#### The patient receives:

- Confirmation of specialist appointment
- Transportation details, including maps, parking instructions and public transportation options when available
- Interpreters when necessary
- Reminder phone calls

#### The specialist receives:

- An informed and engaged patient
- All the information needed for the patient's care at the time of the initial visit
- Patients who show up for their appointments. Our program proudly boasts a no-show rate of less than 5 percent, compared to the Medicaid/uninsured average of 30 percent.

### WHY is Specialty Care Coordination Program important?

Project Access Northwest removes barriers and increases patient access to care, while reducing the paperwork and management burden on the specialty care provider. This enables providers to focus on care and serve a larger number of low-income patients.

*“Without care coordination, we couldn't treat the patients. It is not a perfect [health care] system, but this is a perfect solution.”*

— Shelly Lindsay,  
Valley Medical Center nurse