Program Overview

The One Door to Pathways Program provides a Service Coordinator for individuals in the community who may be having trouble accessing basic needs. This is accomplished through coordination of care. Our Service Coordinator is a Board Certified Patient Advocate (BCPA).

Basic needs are outlined in the Social Determinants of Health Chart below.

Coordinated Care Benefits

- Face-to-face resource coordination with continued follow up to ensure basic needs are being met.
- Less stress on individuals and families that need help.
- Lower overall healthcare costs due to fewer emergency room visits.
- Identifies gaps in current care and resources.
- Creates strong community relationships between partners, their organizations, and the community they serve.
- Creation of Client Goal Plans to help improve quality of life and population health simultaneously.
- Fewer non-emergency calls to police, fire, and EMS.

Social Determinants of Health Graphic provided by the AMA Ed Hub, 2018.

What is the role of a Service Coordinator?

- Assesses service needs of residents and links them to the appropriate providers and community resources.
- Facilitates programs and services for health and wellness, job training, transportation, etc.
- Assists residents with applications for benefits and entitlement programs.
- Advocates for adequate, timely and cost-effective services.
- Helps seniors and those with disabilities maintain their independence and remain in their homes.
- Helps low income families achieve greater economic security by linking them with programs to improve their literacy, job skills, education and money management training.
- Improves the educational performance of low-income children by linking them to after-school programs, nutritional assistance and other programs to aid them in moving out of poverty.

*Referenced from the American Association of Service Coordinators, 2016.*
What is the role of a Patient Advocate?

- Assists patients with understanding a diagnoses and available treatment options.
- Assists patients with medical billing questions.
- Inspects medical records for accuracy.
- Assists patients in researching their illness and finding alternative treatment options.
- Explains patient rights.
- Provides assistance with insurance policies and payment assistance programs.

Certified by the

Lake County General Health District Program Referrals Available to Clients

- Immunization Clinics
- WIC Clinics
- Educational Classes

To further meet the needs of the population, Lake County General Health District has received a designation as a Certified Application Counselor Designated Organization (CDO) through the Centers for Medicare and Medicaid Services (CMS).

The Service Coordinator is a CMS-trained Certified Application Counselor (CAC), and can help clients understand, apply, and enroll in health coverage through the Healthcare Marketplace.

Additional Assistance

- Aids patient caregivers in ensuring patient is receiving quality care.
- Assists patients and their caregivers to effectively communicate with their healthcare team.

*Referenced from AdvoConnection, 2018.