

## Benefits for Patients

- Patient Navigators coordinate medical care and services
- Patient Navigators help address issues—such as language and transportation—so that it is easier for patients to obtain care (services available in English & Spanish)
- Care is provided free of charge (when arranged through PA-NH)
- Shorter wait time for appointments

## Benefits for Physicians

- Volunteers can determine their level of commitment by selecting the number of PA-NH patients they are able to see
- Patient care is coordinated and administrative “hassles” are eliminated
- Patients have a high show-rate for appointments (96%)
- Ancillary services (e.g., diagnostics, inpatient procedures) are available and coordinated by PA-NH
- Ability to help those most in need in our community

## Benefits for the Community

- Expanded network of care for underserved patients
- More efficient and effective use of local health care resources
- Reduced unnecessary use of the emergency department
- Improved health and reduced health disparities in the community

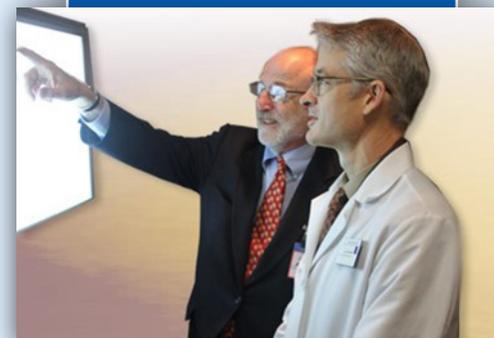
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**Project Access**  
“Our community cares”  
New Haven



**Program  
Information**

## What is PA-NH?

Project Access-New Haven (PA-NH) is a coordinated system of volunteer physicians, hospitals, and community organizations working together to increase access to health care services for underserved individuals in the Greater New Haven area.

Founded in 2009 by a group of dedicated physicians who sought to address health concerns and inequities identified within the New Haven community, PA-NH utilizes a program model that was developed in 1996 and has been replicated in more than 150 communities across the U.S.

## Goals & Objectives

- Increase access to urgent medical care and services for the uninsured
- Reduce health inequities
- Provide coordination of services across the continuum of care
- Improve health outcomes and reduce the cost of care
- Provide a model of health care delivery and supporting data that can inform health care access and reform

## How does PA-NH work?

Patients must be referred to PA-NH from a healthcare provider. Referred patients are assessed for eligibility and those who qualify meet with a PA-NH Patient Navigator for an intake assessment. Referral forms can be found on our website at [www.pa-nh.org](http://www.pa-nh.org).

Patient Navigators help patients obtain needed services and navigate a complex, confusing, and often intimidating health care system. They also work with patients to remove barriers and ensure access to needed care — for example, by assisting with the coordination of translation or transportation services.

Care is provided free of charge to patients through the PA-NH network, which includes over 300 volunteer physicians, Yale-New Haven Hospital, and a broad range of other local providers and partners.



## Eligibility

To be eligible for PA-NH, patients must be:

- 18 years of age or older
- A resident of the Greater New Haven Area (Branford, East Haven, Guilford, Hamden, New Haven, North Branford, North Haven, Northford, Orange, Wallingford, West Haven, Woodbridge)
- Uninsured
- Referred from a healthcare provider for an urgent medical need
- Below 250% of the Federal Poverty Level

*For more income guidelines visit:*

*<http://www.211ct.org/focus/guidelines.asp>*

## Patient Responsibilities

- Maintain regular communication with the Patient Navigators
- Keep all appointments arranged by Project Access
- Inform PA-NH immediately about changes to insurance status, income, or address
- Undergo financial screening every 6 months to re-confirm eligibility
- Complete initial and 1 year follow-up interviews
- Consider giving back through a testimonial or volunteering

### COMMUNITY PARTNERS

