



Our Mission:  
Partnering for  
healing and a  
healthy future.

Through our Ambulatory Care Navigators, we strive to provide eligible patients with quality care coordination services delivered with compassion and respect.

We work with you or your loved ones to create a personalized care plan to help you in ways that you feel are important.

MultiCare (MHS) &  
MultiCare Connected Care (MCC)  
Ambulatory Care Navigators  
[www.multicareconnectedcare.com/FindCare](http://www.multicareconnectedcare.com/FindCare)

# MultiCare Ambulatory Care Navigators

Partnering for healing and a healthy future



MultiCare 

MultiCare 

 MultiCare  
Connected Care™

MultiCare.org or  
MultiCareconnectedcare.com

## AMBULATORY CARE NAVIGATOR BENEFITS FOR ELIGIBLE PATIENTS:

- Disease Education and Management
- Ongoing support after inpatient discharge or ED visit through a series of follow-up telephone calls or virtual visits
- Insurance providers also identify patients that are eligible for ACN care management services
- Collaboration between you and your care manager to develop a care plan around your individual care needs

\*Please note that this program does not take the place or the care and education provided by your primary or specialty care provider. This is a supplemental service.



## What does a telephonic or virtual visit look like?

### A TELEPHONIC or VIRTUAL ASSESSMENT FOR ELIGIBLE PATIENTS WILL INCLUDE:

- **Medication Reconciliation**  
Instructions regarding the medications that were provided upon discharge and how those may have changed from before your hospital stay.
- **Discharge Instructions**  
Discussion with you and family members regarding the instructions and changes to your lifestyle, diet & medications.
- **Follow-Up Care Recommendations and Scheduling**  
Assistance with scheduling an appointment with your primary care provider or help with locating one.
- **Virtual Home Assessment**  
Telephonic or virtual visit to identify and address any unmet care needs. You will be connected to appropriate community resources, if indicated. Your ACN care manager will also communicate regularly with your care provider.



## Ambulatory Care Navigators Benefits MultiCare Health System