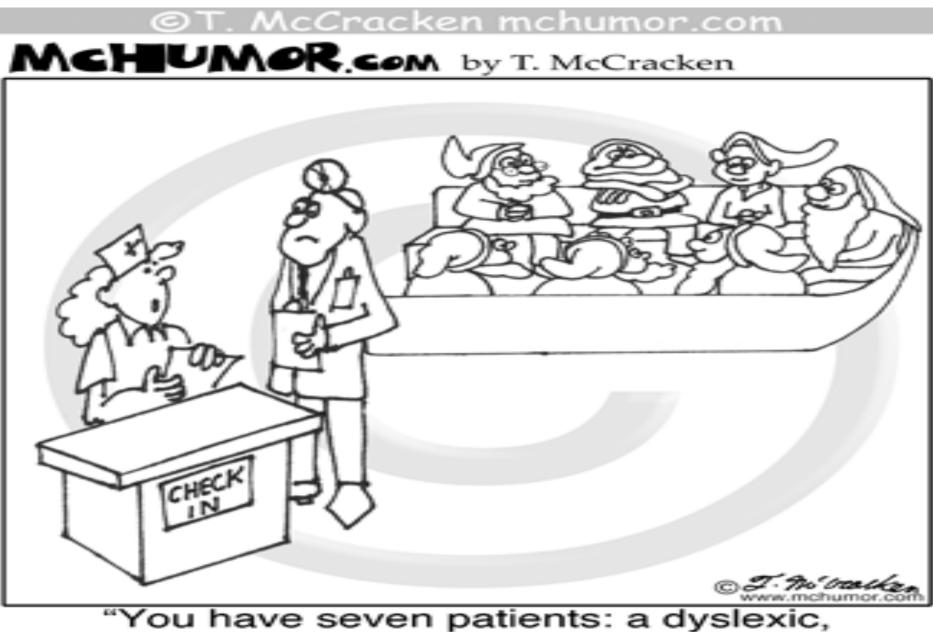
Case Scenario

Example of a most complex patient:

A morbidly obese male (BMI > 40) with uncontrolled diabetes; congestive heart failure; asthma; depression and homelessness. He requires transportation services for his visits to the health center; is poorly compliant with his medications and frequently no show to see his provider.

However, he has numerous Emergency Room visits with acute exacerbations of his many problems.





an insomniac, one with depression, one with allergies, a manic, a hypochondriac, and one with an inferiority complex."

Highly Complex Patients

- Consume more resources
- Take more time to manage effectively
- Require support
- Contribute to physician frustration



Our Solution: "E Ola Pono" – Living a Balanced, Healthy Life

Patient-Centered Health Care Home Integrated Team Approach Which Includes:

- The Patient
- Primary Care Providers
- Intake Coordinators
- Service Coordinators
- Registered Dietitians
- Medical Assistants
- Receptionists
- Other Providers, including Behavioral Health and Substance Abuse Treatment



Intake Coordinators work alongside the primary care providers and assist with:

- Medication refills
- Lab results
- Answering health questions and concerns
- Form completion
- Referrals



Service Coordinators provide:

- Health Education and Information
- Crisis Stabilization
- Supportive Counseling
- Resource Information
- Hospital discharge follow-up arrangement
- Obtaining health insurance assistance
- Advanced Health Care Directives completion



