





To: [Guideway Care](#)
 From: CPR
 Date: May 17, 2022
 RE: Patient Persona Profile/Vignette/Testimonial

Overcoming Barriers to Accessing Care
 Success Stories in Achieving and Humanizing Health Equity

	
	Patient
Program Description (HRRP, No-Show, Cancer, etc)	Behavioral Health
Demographics	
Age	50
Gender	F
Ethnicity	Black/African American
Location	Cooper Green
Condition	
Diagnosis/Condition	Depression, Anxiety, OCD
Protocols/Surveys	Monthly Medication Adherence and Distress Assessments
Any Additional Clinical Notes or Insights	Patient has several ongoing health issues

Problem/Challenge	
Issues	In danger of losing home, unaddressed physical pain, lack of understanding of insurance benefits, inability to afford prescriptions, feeling ignored by Doctor and not treated or taken seriously, debilitating pain, lack of reliable transportation, uncontrolled depression and anxiety (couldn't afford prescriptions), family concerns, concerns for surgery, lack of follow up regarding referrals to specialists, panic attacks
Barriers	Practical, emotional, physical, family
Guideway Care Solution	
Action/Intervention	Obtained resources for state funded emergency mortgage assistance, escalated to RN who arranged referrals to needed specialists, called and followed up on referrals, assisted pt in updating her insurance information which led to insurance covered physical therapy, escalated to Social Work who enrolled pt in prescription assistance program and another resource for free prescriptions, assisted pt in understanding insurance benefits, emotional support for family concerns, determined insurance covered home health aides to assist after surgery, after this pt was in such a better frame of mind she was able to resolve her transportation issue
Clinical Escalation (if needed)	Social workers, RN manager
Outcome	
Results	Pt approved for Mortgage Assistance Multiple referrals including to Spine and Podiatrist Mental health improvement Reliable access to her prescriptions and improved medication adherence Started physical therapy Established confidence in health care team Free and discounted prescriptions Understanding of health insurance No longer fears needed surgeries Pain managed Overall improved quality of life
Patient Impression/Testimonial	When I first started reaching out to this patient, she would have panic attacks and break down crying over the phone. When I last spoke to the patient (last month), she was so elated, she thanked me profusely. She is in physical therapy, after years of pain and feeling ignored she feels as though her concerns are finally being addressed and her physical health is improving, her anxiety level is lowered and she denied feeling depression. Her home has been saved from foreclosure, she is confident she will have access to her

	medications, has regular doctor appointments, and no longer feels overwhelmed or as though it is pointless to seek help regarding her healthcare. She commented on how far she's come since we first spoke, how much her life has improved and how grateful she was to me for all the help and encouragement along the way
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HIPAA Statement

Health information such as diagnoses, treatment information, medical test results and prescription information are considered protected health information under HIPAA, as are national identification numbers and demographic information.

Under the HIPAA Privacy Rule, covered entities may use or disclose protected health for research purposes either with individual authorization as required at 45 CFR 164.508, or with a waiver of individual authorization as permitted at 45 CFR 164.512(i).

The HIPAA Privacy Rule requires valid, written authorization from a patient before publishing any testimonial involving that patient on a website, social media platform, or through any other medium of communication.