




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
<p>Program Description (HRRP, No-Show, Cancer, etc)</p>	<p>Dignity Discharge Satisfaction</p>
Demographics	
Age	58
Gender	Male
Ethnicity	Non-Hispanic
Location	Phoenix, AZ
Condition	
<p>Diagnosis/Condition</p>	<p>Patient admitted for Ileus following gastrointestinal surgery.</p>
<p>Protocols/Surveys</p>	<ul style="list-style-type: none"> Distress Thermometer Inpatient Discharge Survey Discharge Satisfaction Survey
<p>Any Additional Clinical Notes or Insights</p>	<p>N/A</p>

Problem/Challenge	
Issues	A 58-year-old patient with limited resources needed help with transportation and meals. He was also experiencing some pain and discomfort after his procedure. He is not good with technology and does not have a lot of support other than his mother who is disabled.
Barriers	<ul style="list-style-type: none"> • Pain • Transportation • Meals
Guideway Care Solution	
Action/Intervention	After being sure the patient would be eligible, I shared information for About Care, but the patient was unable to connect and said the number was not working and that he did not have internet access. I then contacted Mr. Harvey with About Care, explained the situation and he reached out to the patient to address his needs.
Clinical Escalation (if needed)	Escalated his pain and bruising to the nurses at the Dignity Discharge Call Center.
Outcome	
Results	"When following up with the patient he said there were even more resources available than what he initially needed, and he was so grateful to be connected with About Care now for current and future needs. He told me I was the blessing he needed in his life. Definitely one of my greatest accomplishments!"
Patient Impression/Testimonial	Patient was extremely grateful for our services.

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.