Evidence Based Interventions –
Women’s and Men’s Health Programs

Client Reminders – Are messages to clients informing them that they are due or overdue for a screening service.

*Written messages: letter, postcard, email, or patient portal.

*Telephone messages: direct calls, texts, or automated messages.

When does a client reminder strategy become a navigation strategy?

Client who was sent a reminder fails to obtain screening due to having personal and health care system barriers to understand and access screening and follow up such as:

- lack of transportation, childcare, or knowledge about benefits of screening and or follow up, has language barriers, mistrust of the health care system, or fear of the procedure.

Client Navigation – A strategy designed to increase access to timely screening, diagnosis, and treatment of cancer by eliminating barriers to care.

Required activities –

*Assessment of barriers

*Patient education and support

*Resolution of barriers

*Patient tracking and follow-up

*Minimum of two contacts

*Data collection to evaluate screening outcomes

6 Core Activities
Must happen to be reimbursed for navigation

Data Capture and Data entry are NOT the same for each strategy. See Community Health Hub Manual