

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.

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

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