

# Example of a Client on Pathways Health Care Access



My Name is Rita



I wanted to improve my health and ask for help on some other matters to provide better opportunities for my children. I didn't know where to get help until a friend of mine told me about the Pathways Program. I went to one of the Pathways organizations and met with a Navigator who explained the program better to me. Once I shared some of my problems with the Navigator, she asked if I wanted to participate in the program. I told her yes and she asked what were my top priorities that I wanted to begin working on. I told her that I needed help finding a job and that I wanted to move to a different place where my kids could go out and play and feel safe. I also shared with her that I have diabetes and have not been able to manage it very well. I have not felt healthy for quite some time. Here's how we worked together on the pathway to get the health and others services that I've needed for a long time:

## Introduction to a Navigator (CHN)



I went to a community organization that my friend told me about that participates in the Pathways Program. At this organization I was introduced to my Navigator and began to build trust with her. I told her about myself, my family, and what type of assistance I was looking for.

## Evaluation of Personal Challenges

I told my Navigator that I:

- Have diabetes
- Am unemployed
- Have no medical insurance and no medical home
- Do not have a steady source of food to feed my two children
- Visited the ER twice in the last year
- Cannot afford to pay this month's utility bills
- Am worried that my kids and I will be homeless soon



## Pathways Steps Identified

My Navigator helped me understand the health care system and the steps I needed to take to be able to access care. She also helped me sign up for public housing and contacted an organization that sometimes assists people with short-term payments on utilities. She also asked me about my work history, what skills I had, and if I needed help with a resume or filling out job applications.

## Financial Assistance

When we figured out I was eligible for financial assistance, we filled out all the required paperwork to get me set up in the system and approved.



## Health Appointments and Crossing Barriers to Get Service

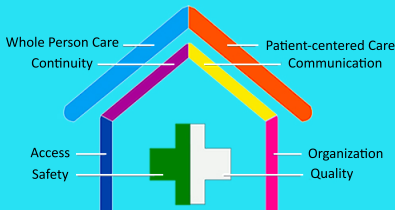
My Navigator helped me set up different health appointments. If I came across any barriers to getting service she'd help me work through them. She taught me my rights and how to communicate effectively with service provider organizations. I used to be intimidated every time I walked into one of those places, but now I have more confidence.

## Health Care Insurance and a Regular Doctor

I'm finally covered with health insurance. I also have my own doctor who I've seen 3 times now at the same clinic. The staff and doctors know me and I feel comfortable at the clinic.



## A HEALTH CARE HOME



## ADDITIONAL PATHWAYS STEPS

### Employment

I have applied for three jobs and received one interview. I didn't get offered the position, but my Navigator and I will continue to work on this until I find a good job that will help put food on the table, pay the bills, and hopefully move to a better place for my kids.



### Housing

My Navigator was able to get me some utility assistance so that I could get caught up, and now I am sure to budget what little money that I receive to make sure that I can pay all of the expenses.



I am signed up for Section 8 Housing, but the waiting list is very long right now. My Navigator will keep an eye out for other housing options for single parents with children. Overall, I am feeling a lot better, more confident, and my children have noticed that I am happier than I've been in a long time. That makes me and them feel good.