Health Network: A Care Coordination Program for Patients Who Move During Treatment
Our mission is to create practical solutions at the intersection of vulnerability, migration, and health.
Office Locations

- Chico, CA
- Point Reyes, CA
- Clinton, NY
- Springfield, MA
- Greencastle, PA
- Salisbury, MD
- Austin, TX
- McAllen, TX
- San Juan, PR
10,000 + constituents

- Health educators
- Nurses
- Primary care providers
- Dentists
- Social workers
- CHWs
- Outreach workers
- Medical assistants
- Others
24 Years of Innovation

Photo by Earl Dotter
MCN’s Health Network does not discriminate on the basis of immigration status and will not share personal patient information without patient permission.
Health Network

- TBNNet
- Diabetes
- General Health
- Prenatal
- HIV
- Cancer
General Health

Total Diagnoses
- Cardiovascular/Blood Diagnoses: 27%
- Preventative: 17%
- ENT Diagnoses: 10%
- Musculoskeletal: 5%
- Renal/Urinary: 5%
- GI Diagnoses: 6%
- Mental Health/Neurological: 7%
- Developmental: 1%
- Other: 7%
- Skin Diagnoses: 9%
- Respiratory Diagnoses: 6%
Over 12,000 total HN enrollments
2,951 total clinics in U.S. and over 114 countries
Health Network Enrollment Criteria

Patient is:

- Mobile / Migrant
- Thinking of leaving area of care

Patient has:

- Need for clinical follow-up
- Working phone number or family member with phone number
- Signed MCN consent form
- Clinical base or enrolling clinic
• Confidentiality is critical to all MCN staff and all Health Network procedures conform to HIPPA standards
• All patients are asked to sign (or have a witness sign) a consent form before enrollment in Health Network
Participant Benefits

• A clinic / doctor / nurse is waiting
• Updated records are forwarded to clinic / patient
• Toll free number in the U.S. and Mexico
• Better understanding and diagnosis of condition
• Completion results stored in patient file

© Earl Dotter
Forms Required for Enrollment
**MUST HAVE THE WORKING PHONE NUMBERS OR E-MAIL**

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Relationship to Participant</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

**PARTICIPANT INFORMATION SHEET | MCN HEALTH NETWORK**

- **First Name**: [ ]
- **Last Name**: [ ]
- **Mother’s Maiden Name**: [ ]
- **Birth Date (Month / Day / Year)**: [ ]
- **City**: [ ]
- **Gender**: [ ]
- **Place of birth**: [ ]
- **State**: [ ]
- **Marital Status**: [ ]
- **Country**: [ ]
- **Race/Ethnicity**: [ ]
- **Languages spoken**: [ ]
- **Occupation (from past two years)**: [ ]
- **Current Residence**: [ ]
- **Language you prefer to be contacted in**: [ ]
- **Phone Number (with Area Code)**: [ ]
- **Physical Address**: [ ]
- **Mailing Address**: [ ]
- **Phone Number (with Area Code)**: [ ]
- **Additional Contact Information for Participant** (Place you normally move to):
  - **Street/P.O. Box**: [ ]
  - **City**: [ ]
  - **State**: [ ]
  - **Zip/Country**: [ ]

**CURRENT CONTACT INFORMATION FOR PARTICIPANT**

- **Street/P.O. Box**: [ ]
- **City**: [ ]
- **State**: [ ]
- **Zip/Country**: [ ]

**PHYSICAL ADDRESS**: [ ]

**MAILING ADDRESS**: [ ]

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**STATISTICAL INFORMATION**

- **MCN Network**: [ ]
- **Network ID**: [ ]
- **MCN Contact**: [ ]
- **MCN Website**: [ ]

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**CONFIDENTIAL**

- **MCN Confidentiality Agreement**: [ ]
- **MCN Confidentiality Statement**: [ ]
- **MCN Confidentiality Notice**: [ ]

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**DISCLAIMER**

- **MCN Disclaimer**: [ ]
- **Copyright Notice**: [ ]
- **Disclaimer Notice**: [ ]
Optional Information for Enrollment

PRAPARE

Stands for

Protocol
Responding
Assessing
Patients’
Assets
Risk
Experiences
21 questions to determine SDOH issues

- Are you Hispanic or Latino?
- Have you worried about losing your housing?
- What language are you most comfortable speaking?
- Has lack of transportation kept you from medical appointments etc.
2 Ways to Enroll
Option 1

We Interview:

1. Simply have us interview the patient, we explain the program, fill out the forms

2. We will then fax the forms to you to have the patient sign them*

3. Then fax us the signed forms along with the patient’s medical records

*Please be ready to have the patient sign the faxed consent form immediately after an interview.
Option 2

You Interview:

1. Fill out the information about the patient

2. Have the patient sign the consent form and provide all the contact information (must include phone numbers)

3. Fax the signed forms and medical records to Health Network staff
Regardless of which option you pick, we will need...

1. The signed consent form
2. The contact information
3. The medical record or summary

before we can provide the navigation for the patient.
Challenges to Success

- Staff turnover at clinics (*#1 Challenge*)
- No single health center point of contact (*Close 2\textsuperscript{nd}*).
- Patient Cooperation
- Identifying mobile patients
- Incorrect patient information
- Delay in enrollment
Single Point of Contact
Educating patients (using your trust relationship)

- How HN works and how they will benefit from participating (clinical support)
- How to use HN
- How HN keeps all patient information confidential
- The benefits, responsibilities and expectations
Maintaining a Patient in Care
The Patient’s Role...
Provide as many phone numbers as possible
Inform HN of any phone or address changes and contact HN staff after arriving in a new area.
Stay on treatment as long as indicated
Notify new clinics of enrollment in HN
Team-Based Approach
Health Network Summary of Services

- Contacts patients on a scheduled basis
- Contacts clinics on a scheduled basis
- Assists patients in locating clinics for services and resources.
- Transportation/Scheduling
- Reports outcome back to enrolling clinic
Tools for Maintaining a Patient in Care

Make sure patients have the HN toll free number:

800-825-8205

or

01-800-681-9508 if calling from Mexico
Enrollment resources at your fingertips: www.migrantclinician.org/services/network

Informational Videos about Health Network

Download Enrollment Packets in English, Kreyol, Portuguese and Spanish
Business Associates Agreements

Required to be compliant with HIPAA
Health Network IMPACT

• Bridge between patients and their providers
• Fewer patients lost to follow up
• Higher % of patients completing or continuing treatment
• Treatment completion reports
• Improved patient participation
Contact Us

• Health Network telephone:  
  800-825-8205 (U.S.)  
  01-800-681-9508 (from Mexico)

• Health Network fax: 512-327-6140

• MCN website:  http://www.migrantclinician.org/

If you have additional questions about the program, you may also contact:  
  Theressa Lyons-Clampitt: 512-579-4511  
  or tlyons@migrantclinician.org
The Emergence of a Novel Coronavirus

BACKGROUND: FAMILY OF CORONAVIRUSES (CoV)

ANIMAL

• Numerous coronaviruses cause disease in animals

HUMAN

• Four types commonly circulate among humans, causing mild to moderate upper-respiratory-tract illnesses (229E, NL63, OC43, and HKU1)

ZOONOTIC

• Three animal coronaviruses have jumped to humans, then been transmitted from person to person:
  • SARS-CoV - emerged 2003, caused >8000 cases; no cases since 2004
  • MERS-CoV - emerged 2012, caused >2400 cases; continues to infect humans
  • SARS-CoV-2 - emerged 2019, outbreak ongoing
CHARACTERISTICS OF HOSPITALIZED CASES IN CHINA (N=138)

- 54% male
- Median age: 56 years (range 22-92)
- Hospital-associated transmission suspected:
  - 40 health care workers
  - 17 patients
- Chest computed tomographic (CT) scan
  - 100% bilateral ground glass opacities
- Among 36 transferred to ICU:
  - Acute respiratory distress syndrome (ARDS): 61%
  - Median age: 66 years
  - 72% had underlying comorbidities

<table>
<thead>
<tr>
<th>Signs and symptoms</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Fever</td>
<td>99%</td>
</tr>
<tr>
<td>Dry cough</td>
<td>59%</td>
</tr>
<tr>
<td>Fatigue</td>
<td>70%</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Laboratory findings</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lymphopenia</td>
<td>70%</td>
</tr>
<tr>
<td>Prolonged prothrombin time</td>
<td>58%</td>
</tr>
<tr>
<td>Elevated lactate dehydrogenase</td>
<td>40%</td>
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COVID-19 Resources


https://es.hesperian.org/hhg/Coronavirus