



## CHW Helps Patient Access Healthcare and Navigate Difficult Financial Situations

**Sanford CHWs enable clients to access essential healthcare and services through the use of language resources and compassion.**

As a rural health system, Sanford Health’s CHWs focus on working with patients in the primary care setting to address chronic disease concerns and Social Determinants of Health concerns.



**THOSE ARE THE MOMENTS WHERE I CAN DIG DEEP FOR MY TEAM AND FOR OUR PATIENTS.**

**- CARRIE HAWLEY, RN  
PROGRAM MANAGER,  
SANFORD HEALTH**

### PATIENT BACKGROUND

The patient under consideration is a non-English speaking mother who is covered by Medicaid. The patient did not have an established primary care provider (PCP) as she thought that her OB/GYN was her PCP. This misunderstanding resulted in her not seeking care from a primary care clinic up to that point.

Due to the inability to read English, the patient was not able to understand letters she’d received in the mail, resulting in many challenges for her, both personally and medically.

### SERVICES PROVIDED

The CHW facilitated the process of requesting a PCP for the patient, leading to her successful establishment within the healthcare system. The CHW assisted the patient in paying an unresolved fine through the utilization of language interpretation services. With the CHW’s help, the patient communicated with Collections and discerned the underlying factors obstructing bill payments. With interpretation assistance, the patient was able to formulate a payment plan.

The CHW also helped the patient communicate with the DMV to allow her to get her driver's license.

Finally, the CHW was able to navigate resources to fully understand issues related to unpaid Medical bills. Again, using language interpretation services, discrepancies in the original bill were identified and corrected, resulting in the medical bill being resubmitted and services covered.

## PATIENT SUCCESSES

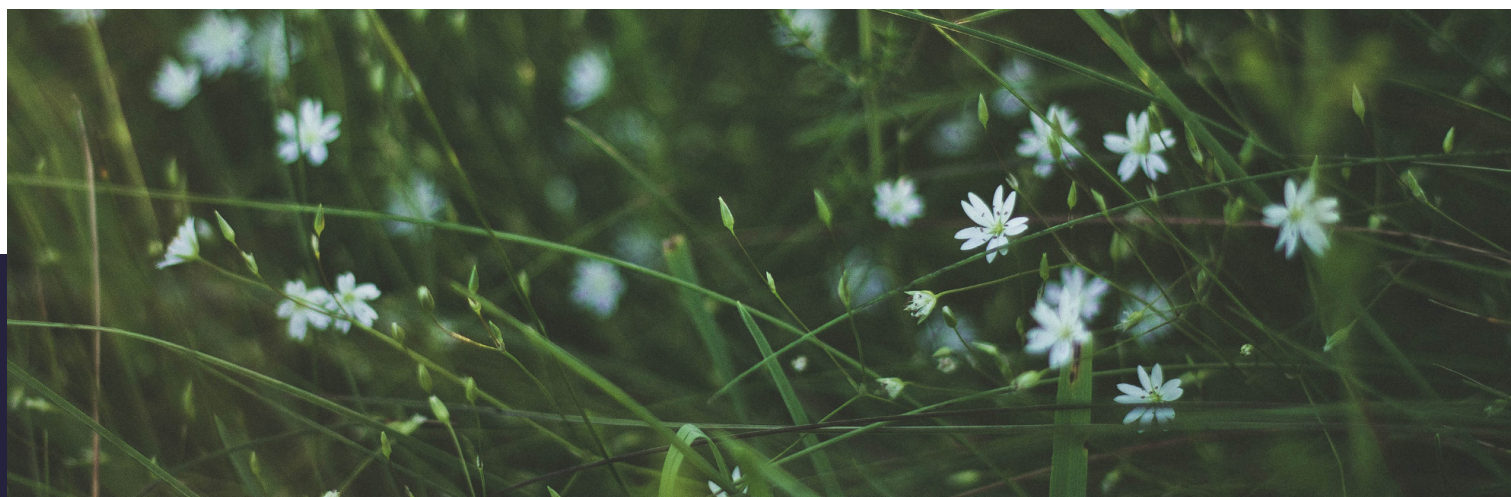
The patient was able to establish a structured payment plan for the bill that had been forwarded to collections. Bridging the communication gap for the patient and navigating the complexities of medical billing has alleviated the patient's financial strain resulting in a very positive experience for the patient. Combined with obtaining a driver's license, the patient has substantially increased her autonomy and self-sufficiency.

Through ongoing collaboration with the CHW, the patient has gained enhanced access to healthcare services and the ability to effectively navigate the healthcare system with the support of interpretation services.

## ADDITIONAL INFORMATION

Sanford Health, the largest rural health system in the United States, is dedicated to transforming the healthcare experience and providing access to world-class healthcare in America's heartland. Headquartered in Sioux Falls, South Dakota, the organization serves more than one million patients and 220,000 health plan members across 250,000 square miles. The integrated health system has 47 medical centers, 2,800 Sanford physicians and advanced practice providers, 170 clinical investigators and research scientists, more than 200 Good Samaritan Society senior care locations, and world clinics in 8 countries around the globe. To learn more about Sanford Health, visit <https://www.sanfordhealth.org/>.

This CHW success story was submitted by Carrie Hawley, RN Program Manager for Sanford Health, [Carrie.Hawley@sanfordhealth.org](mailto:Carrie.Hawley@sanfordhealth.org).



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