

## Yale Navigator Handbook

### Purpose of handbook:

This handbook is designed to be a quick reference on the basics of contacting patients and documenting your encounter as you get started. The content inside should quickly become obvious to you as you get used to contacting your patient. However, it is a work in progress, and if there are any additional topics that you think would be particularly helpful or relevant, please let us know so that we can make this more useful for everyone. If any questions come up at any time about how to function as a navigator or about meeting the needs of your patient, please feel free to contact the navigator coordinators at any time!

### Navigator coordinators contact information

Paul Bourdillon

[paul.bourdillon@yale.edu](mailto:paul.bourdillon@yale.edu)

317-643-2378

Sophia Gamez

[sophia.gamez@yale.edu](mailto:sophia.gamez@yale.edu)

269-903-6049

Erin Silva

[erin.silva@yale.edu](mailto:erin.silva@yale.edu)

508-494-1602

Matt Meizlish

[matthew.meizlish@yale.edu](mailto:matthew.meizlish@yale.edu)

203-858-1713

Matthew Drause

[matthew.drause@yale.edu](mailto:matthew.drause@yale.edu)

248-495-6294

Daniel Hodson

[daniel.hodson@yale.edu](mailto:daniel.hodson@yale.edu)

203-895-4827

Suzannah Johnston

[suzannah.johnston@yale.edu](mailto:suzannah.johnston@yale.edu)

919-324-2102

Lorenzo Sewanan

[lorenzo.sewanan@yale.edu](mailto:lorenzo.sewanan@yale.edu)

347-613-9645

Drew Daniels

[drew.daniels@yale.edu](mailto:drew.daniels@yale.edu)

# Patient Contact Guidelines

## I. Navigator Sites and Supervisors

### Primary Care Clinic

Dr. Oray-Schrom

Dr. Tarabar

### CMHC

Dr. Mathis

### Refugee Clinic

Dr. Annamalai

Dr. Bryan Brown

## II. Reviewing EPIC charts

Start by logging on to EPIC.

At the beginning of every log-in, you are asked to select your 'Context.' This should be set to YNH PCC Adult Continuity Clinic.

Once you are logged in, go to Patient Station (at the bar on the top of the screen) and input your patient's information or find them through your 'Recent Patients' tab. After opening the patient's chart, start by reviewing the SNAPSHOT and then the CHART REVIEW tab found on the left sidebar.

1. CHART REVIEW (left sidebar) allows you to review the following tabs along the top of the page:

- **ENCOUNTER:** review the past and upcoming encounters. Pay special attention to previous office visits, ED visits, and hospitalizations. Looking at the encounters listed under future dates allows you to see times and locations for upcoming appointments.
- **NOTES:** review notes related to previous clinical encounters. For refugee patients, pay special attention to the original Refugee Clinic Note (should be one of the first few notes in the record) and to subsequent notes written by their primary care doctor or any of the MDs. Search for 'Social Work' notes (sort by 'Encounter type' or 'Encounter department'), as well.

- **IMAGING:** Go to this tab to see any outstanding imaging studies that have been ordered but not yet scheduled or completed.
- **REFERRALS:** this tab holds a repository of prior referrals made for the patient. For example, they can be referred to a pulmonology clinic (The Winchester Chest Clinic), to physical therapy (YNH Rehab Services), to GI Clinic (YNH Digestive Diseases), etc.

2. **MEDICATIONS** (left sidebar) lists the patient's current medications. It also includes the medication instructions, the prescription date, and the prescriber. If you have a question about why a medication was prescribed, you can review the clinic note corresponding to the date to see if the prescriber mentioned a rationale for using that medication. Medications can also be reviewed under the CHART REVIEW tab, but going through it this way (left side bar) will allow you to look at prior medications under the 'History' tab on the top and filter through prior medications.

3. **IMMUNIZATIONS** (left sidebar) lists the past immunizations for patients. This tab can also be used with the "Virology" section under Lab Results Review to determine a patient's immunity.

4. **PROBLEM LIST** (left sidebar) lists the patient's problem list as determined by diagnoses given in past encounters. Please note that this is often **not** fully updated.

3. **DEMOGRAPHICS** (left sidebar) should have the patient's most updated phone number. If the only address and phone number listed routes to IRIS (the Integrated Refugee and Immigrant Services) [**Address:** 235 Nicoll St # 2, New Haven, CT 06511, **Phone:**(203) 562-2095] then contact the group leadership to get an updated phone number for the patient.

4. You can also browse other aspects of the chart such as:

- **Health Maintenance Tab** (left sidebar): this shows you recommended screening exams for the patient's demographic. For example, at the age of 50, everyone is due for a colonoscopy every at least ten years. Also, everyone is due for an influenza vaccine every fall. Please note that the Health Maintenance tab is not always up to date, but can be used as a rough guide of things to think about for our patients.
- **Results Review Tab** (left sidebar): this allows you to review the laboratory results for our patients. Abnormal values are usually marked with a red arrow. Please use lots of caution when interpreting lab values, especially ones that you are newly familiar with. You can always contact one of the coordinators if you have questions about abnormal labs.

# **III. Contacting your patient if translator services are needed**

## **Ila. Contacting Patients FROM THE HOSPITAL**

1. Call an over-the-phone interpreter by dialing 111 if using a hospital phone.
2. The operator will ask you for the patient's name, medical record number or date of birth, and your department (Say Internal Medicine, or Primary Care, or Medicine). PLEASE make sure you tell the operator that you need to 'dial out' to call the patient otherwise they may not stay on the line to connect you.
3. They will then connect you with an interpreter who will ask if you want to leave a voicemail in the case that the patient does not answer the phone. I usually don't recommend leaving voicemails if the message you're sending is long or complicated.

## **Ilb. Contacting Patients FROM YOUR OWN PHONE**

1. Call 1-866-874-3972. You will be asked for the Client ID (227288) and will have to enter or speak the desired language. If asked for an Access Code, please use 94150 then press #.
2. An operator will ask you for the patient's name as well as their Medical Record Number or Birthdate so please have this handy. PLEASE make sure the operator knows that you need to 'dial out' the patient so that they can take down the patient's phone number and connect to them once the interpreter is available.
3. The interpreter will ask you if you want to leave a voicemail message in case the patient is not available. I usually don't recommend leaving voicemails if the message you're sending is long or complicated.

## IV. Documenting your encounter

1. If you were able to contact/meet your patient please complete steps 2 and 3 below to document the encounter in EPIC chart and program records. If you tried but were not able to contact your patient, please skip step 2 and complete step 3 to complete the program documentation
2. Go to the ENCOUNTER tab (left sidebar) and clinic NEW on the pop-up window. Under Encounter Type, select or type in "Documentation" if this is an in-person encounter or "Telephone" if this is a telephone encounter; a documentation encounter will then appear. Scroll to the Note or Documentation section of the encounter and open a new note. Then type .YalePatientNavigator and press enter. Press tab to navigate through this pre-formed template and include as much information about your interaction with the patient. Please do not leave any section in this note blank. If you have ANY QUESTIONS about your interaction with your patient or about how to document it, you can always contact the group leaders BEFORE writing a note. As a best practice, complete the note once you start it (ie. don't start a note and then log off the computer to complete it later---this may sign an incomplete note in the record with your name on it).

# **Appendix I: Important contact information**

Yale Primary Care Center  
789 Howard Ave  
203-688-5555

Yale Women's Center  
789 Howard Ave  
203-688-5555

SRC (St. Raphael's Campus) Adult Primary Care\*  
Near 330 Orchard Street (The main lobby for the SRC Hospital is on 1450 Chapel Street)  
203-789-4044

\*This is where Dr. Bryan Brown sees his patients

Winchester Chest Clinic  
789 Howard Ave  
203-785-4198

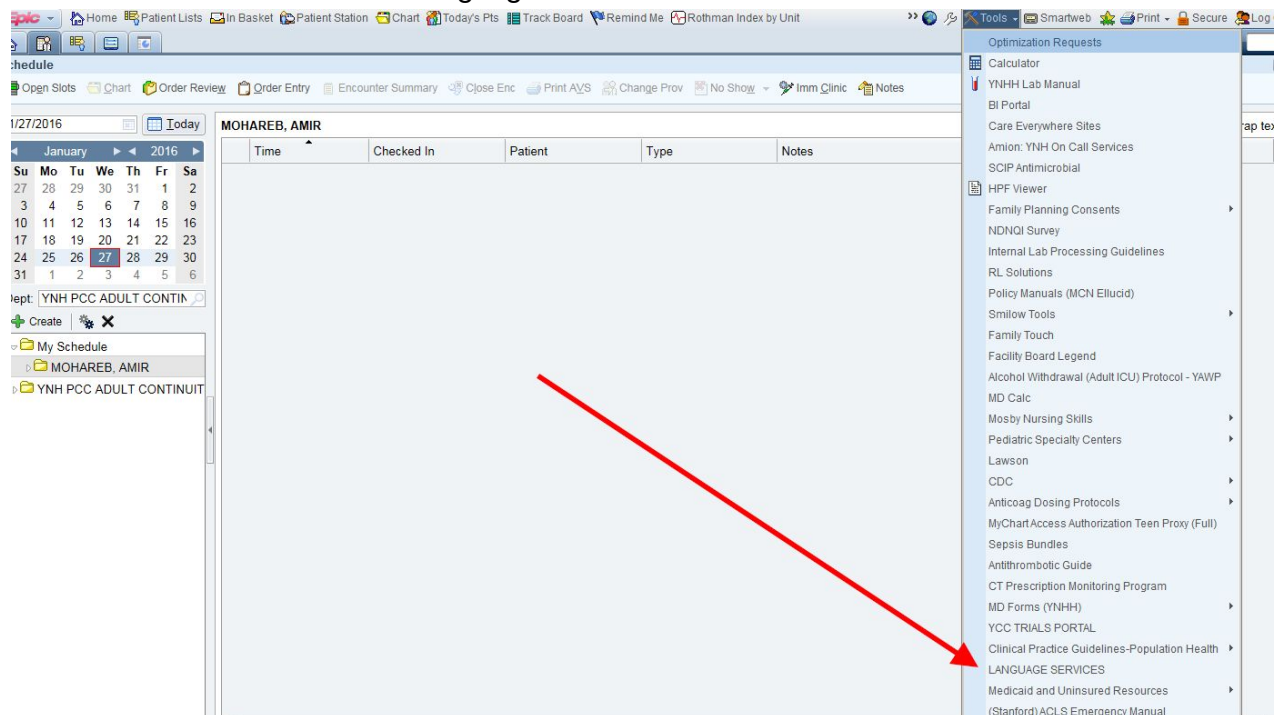
Diagnostic Imaging  
203-688-1010  
(Use this phone number to schedule imaging studies at YNHH)

EPIC HELP TEAM  
203-688-HELP

# Appendix II: Ordering in-person interpreters for your patient

If you are interested in helping your patient have an in-person interpreter in one of their clinic appointments, you can submit a request for this through EPIC.

- Go to Tools on the top right corner of the EPIC screen.
- Scroll to the Bottom to Language Services:



- Then log in to the next screen using your EPIC ID and password.
- Then Click '+New Request' on the top LEFT.
- Fill in all the information about your patient's visit in the next screen: name, MRN; appointment date, time, and address/ location. The phone number they ask for should be for someone to direct the interpreter to the patient's room if they cannot find where they are (this can be the front desk number or your number if you will be at the appointment).
- IF YOU HAVE ANY QUESTIONS about the patient's appointment, please contact one of the coordinators before filling out this request.

# APPENDIX III- Navigation Collaboration Resource Guide

Guidelines:

- ★ These are a collection of resources that have been used by past navigators or located by navigator coordinators as useful sites.
- ★ Before sending a patient to any resource CONFIRM resource is still operational, particular service exists, patient is eligible, how patient can access resource, what documents should they bring, etc.
- ★ If you find a resource not on the list please immediately forward it to resource coordinator, this is how we accumulate more resources!

## *Housing Resources*

### **Resources for Concerns About Home Safety:**

- Concerns about pests, lead, water damage, mold, etc:
  - Help family contact [Liveable City](#) at 203-946-7090
  - They will come to home to inspect it and give their recommendations to the landlord.
- If the landlord does not follow the recommendations, the family can talk to their provider about getting our medical-legal team involved

### **Lead**

- Children who are refugees frequently come to the US with elevated lead levels.
- They are also exposed to lead here in CT due to lead in homes and cultural practices such as wearing traditional eyeliner (Kohl) and eating meals on the floor.
- Lead levels checked every 3-6 month for children with elevated lead and at least 2 times for children < 2 yrs of age.
- See guidelines for childhood injuries for more info
- Advise families: [Click here to learn how to clean home with wet washing](#)
- If lead elevated, need to clean home and keep children's hands clean after touching/playing on floor.



- [Lead clinic](#) and the [Department of Public Health \(DPH\)](#) may come to the home to inspect

## **REACH**

Website: <https://newreach.org/>

Corporate Headquarters Address: 153 East Street, New Haven, CT 06511

Phone Number: (203) 492-4866

Email: [info@newreach.org](mailto:info@newreach.org)

Description: eviction prevention, diverting housing crises so families can avoid shelters, emergency shelters, rapid rehousing, supportive housing, and affordable housing

## **Housing Authority of New Haven Information:**

Website: <http://www.elmcitycommunities.org/GeneralInfo.aspx>

Website:

<https://affordablehousingonline.com/housing-authority/Connecticut/Housing-Authority-of-New-Haven/CT004>

Website [https://www.hud.gov/topics/rental\\_assistance/phprog](https://www.hud.gov/topics/rental_assistance/phprog)

## *Food Resources*

- Ask about food insecurity -- 2 standardized questions (“Hunger Vital Signs”)
  - Within the past 12 months, were you worried food would run out before you had money to buy more?
  - Within the past 12 months, did you feel the food you bought did not last and you did not have money to buy more?
- Call 211 info line or [check website](#) with family to find the closest food bank to their home
- Can look up family home and help them google nearest food pantries (check hours first)
- IRIS food bank has Halal food
- Recommend cheaper food options (Wal-mart), food stamps at Farmer’s Market
- Free food for children at school and [free summer lunches](#)

## **Community Action Agency of New Haven**

Address: 419 Whalley Ave, New Haven, CT 06511, USA

Phone Number: 203-387-7700

## **Varick Memorial AME Zion Church Food Pantry And Soup Kitchen**

Address: 242 Dixwell Avenue, New Haven, CT - 06511

Phone Number: (203) 624-6245

## *One-Stop Sites*

### **No Closed Doors**

Address: 205 Whitney Ave, Suite 106, New Haven, CT 06511

Email: nocloseddoors@gmail.com

Website: <https://ncd.sites.yale.edu/what-we-do>

Description: Non-profit run by college students; assists with resume writing, interview for skills, emergency housing, social services, and more; there are no requirements

Note: closed during summer and on weekends.

### **STRIVE New Haven / Career Resources**

Website: <https://careerresources.org/for-jobseekers/>

Address: STRIVE Hartford, 20-28 Sargeant Street, Hartford, CT 06105

Phone: (860) 560-0378) Fax: (860) 560-0403

Description: Includes GED prep, job training, community resources, and resources for individuals with disabilities.

Note: additional sites in Waterbury, Derby, Bridgeport, and Stamford; check website for additional contact information.

### **New Haven Opportunity Center**

Website: <https://www.getconnectednewhaven.com/about/opportunitycenter/>

Address: 316 Dixwell Avenue New Haven, CT 06511

Email: [nhoc@newhavenct.gov](mailto:nhoc@newhavenct.gov)

Phone: 203-946-8523

Description: Provide a variety of services including housing, employment, and youth services

### **Fellowship Place**

Website: <https://fellowshipplace.org/>

Address: 441 Elm Street, New Haven, CT 06511

Email: See website for specific email address

Phone: 203-401-4227, Fax. 203-789-4451

Description: social rehabilitation services, supported education and employment services, supportive housing, homeless services.

Note: Patient population includes adults with mental illnesses

### **JUNTA for Progressive Action**

Website: <https://www.juntainc.org/en/>

Address: 169 Grand Avenue, New Haven, CT 06513

Phone: (203) 787.0191, (203) 787.4934

Description: "JUNTA empowers the Latino and low-income community to take control of their economic and social well being, while civically engaging in the community. We promote a culture of community involvement and advocacy through our programs and initiatives. We offer adult education, children's programs, economic development, family management, immigrant rights and cultural appreciation."

Email: [info@juntainc.org](mailto:info@juntainc.org)

## *Immigration Services*

### **Integrated Refugee and Immigrant Services (IRIS)**

Website: <http://www.irisct.org/>

Address: 235 Nicoll St, New Haven, CT 06511

Phone Number: 203-562-2095

Details: Involved in refugee resettlement, including housing, furniture, clothing, and assisting in social security cards, etc; additional services include job assistance, counseling, after-school children tutoring, parenting classes, ESL classes, and immigration legal services

Note: Eligibility refugees who have moved to CT from other states and/or asylee residents in the state.

## *Community Engagement*

### **Marrakech**

Website: <http://www.marrakechinc.org/>

Address: 6 Lunar Drive, Woodbridge, CT 06525, Woodbridge, CT 06525

General Phone: 203.389.2970

Email: N/A

Note: Provides services to adults and children with (and without) developmental disabilities including job services as well as community engagement

Contact Person: Lisa Jardin (VP of Person Centered Connections); Please list the type of services you are inquiring about in the Subject Field; Phone: (203)389-2970; Fax: (203)397-0658

### **Community Music Program: The DELTA Initiative (Developing and Empowering Leadership Through the Arts)**

Website: <https://nmsnewhaven.org/community-programs/>

Address: 100 Audubon St., New Haven, CT 06510

Phone: 203-624-5189

Email: [info@nmsnewhaven.org](mailto:info@nmsnewhaven.org)

Description: provides two tuition-free performing arts pathways for students to take lessons, ensembles and classes at Neighborhood Music School; includes dancing and a variety of music classes

Note: There is also a Guilford and Woodbridge location, see website for details

### **Get Healthy Online Website**

Website: <http://www.gethealthyct.org/dev/>

Details: Includes resources for physical activity, nutrition, and general wellness; Physical activity includes walking program, free and low-cost yoga and zumba classes, etc.

Note: Visit website to find specific address and calendar for New Haven, Bridgeport, and Greenwich area events.

### **Sanctuary Kitchen**

Website: <https://www.sanctuarykitchen.org/>

Details: Seeks to cultivate connections between refugees in New Haven and local residents through cooking demonstrations, cooking classes, meal clubs, and catering events all led by immigrants and refugees living in New Haven

## *Employment*

### **Emerge CT**

Website: <https://www.emergect.net/>

Address: 830 Grand Avenue, New Haven, CT 06511

Phone Number: (203) 562-0171

Email: [info@emergect.net](mailto:info@emergect.net)

Details: Core-Skills: many programs for recently released convict including classroom training, peer-to-peer group meetings, parenting training, trauma-informed men's group; Youth Building: Eligibility: not attending school, live in new haven, 17-24; provides career training for construction work and college counseling.

### **Project MORE**

Website: <https://www.projectmore.org/about-us/>

Phone Number: 203-865-5700

Address: 830 GRAND AVENUE NEW HAVEN, CT 06511-4922

Description: : Project M.O.R.E. works with individuals on parole, probation, bail and those released from correctional facilities.

Note: Includes Diaper Bank Hours, Fridays, 10am – 12pm; Must complete forms first, see website link!

### **CONNTAC - EOC**

Website: <http://www.conntacinc.org/services.htm>

Phone Number: 203-285-2216

Address: 20 Church Street, New Haven, CT 06510, Room: N213B

Email: [DShelley@conntacinc.org](mailto:DShelley@conntacinc.org)

Contact Person: Deshayla Shelley, Assistant Director at Gateway Community College

Description: A federally funded program that provides free educational counseling and career planning services to individuals throughout Connecticut; assists with college enrollment, scholarship searches, fee waivers, and those who need to default on a student loan.

Note: additional sites in Hartford, Bridgeport, Manchester/East Hartford, Middletown/Meriden/Wallingford, Waterbury, Norwalk/Stamford, etc. See Website for more information

### **APT Vocational Services / Apprenticeships**

Address: 495 Congress Ave, New Haven, CT 06511

Hours: Opens 5AM Mon

Phone: (203) 781-4740

Website: c

Hours for Walk-In Evaluation: Monday-Friday 8:30AM-11:00AM, at location 1 Long Wharf Drive, New Haven, CT 06511

Program Description: Provides individuals with substance abuse disorders and/or mental health issues who face barriers to employment with specialized vocational/employment rehabilitation. Services include vocational evaluations, counseling and planning which help to identify the individual's vocational interests, skill strengths and limitations. Short term job coaching is also available for individuals who have been out of the workforce for a long period of time or who need on the job supports.

Note: Ages 18+; Enrolled in a substance abuse and/or mental health treatment program in the Greater New Haven area; Works with populations including recently released offenders, TANF recipients and homeless/dually diagnosed individuals

### **American Job Center New Opportunities**

Website: <http://www.workforcealliance.biz/>

Address: 560 ELLA T. GRASSO BLVD., NEW HAVEN, CT 06519

PHONE: 203.624.1493

Hours: One Stop Services Orientation: Tuesdays, 9 AM - 12 PM and Thursdays, 12 -3 PM;

Details: Employment and training services for adults and youth resources, including job prep, for teens and young adults in school as well as out of school, Eligibility terms can be found here:

[https://www.doleta.gov/wioa/Docs/WIOA\\_YouthProgram\\_FactSheet.pdf](https://www.doleta.gov/wioa/Docs/WIOA_YouthProgram_FactSheet.pdf)

Notes: There are also sites in Meriden, Hamden, and Middletown

### **Bureau of Rehabilitation Services (Connect-Ability)**

Website: <http://www.ct.gov/connect-ability/cwp/view.asp?a=4471&q=524668>

Phone: 1-866-844-1903

Address: 55 Farmington Avenue, 12th floor, Hartford, CT 06105

E-mail: [connect-ability@ct.gov](mailto:connect-ability@ct.gov)

Details: People with disabilities of all ages - Connect-Ability's target population is cross-disability and across the lifespan. This means that people may have physical, sensory, emotional, and/or intellectual disabilities; and may be high school students, people in their 30's or 40's, or people of retirement age.

## *ESL Classes*

### **Bridges ESL**

Website: <https://campuspress.yale.edu/bridges/>

Phone: N/A

Address: 295 Crown St, New Haven, CT

Email: [bridgesesl@gmail.com](mailto:bridgesesl@gmail.com)

Details: Free one-on-one small group English tutoring to immigrants and visiting internationals; classes include survival, beginner, intermediate, and advanced; Classes are on Saturday mornings at the Asian American Cultural Center

Notes: If you miss registration you can email and ask to be placed on waitlist for next semester.

### **New Haven Public Library ESOL Conversation Groups**

Website: <http://nhfpl.org/services/literacy/>

General Phone: 203-946-8130

Addresses and Numbers:

Ives, 133 Elm St (Tues and Thurs 6-8pm), 203-946-8138

Fair Haven Library, 182 Grand St (Wed 4-6pm) 203-946-8115

Mitchell Library, 37 Harrison St, (Mon 6-8pm), 203-946-8117

Details: Sites include Ives Main Library, Fair Haven Library, and Mitchell Library

## *Education*

### **New Haven Free Public Library Math Tutors**

Website: <http://nhfpl.org/services/literacy/>

Phone: 203-946-8138

Address: Ives Main Library, 133 Elm St

Details: Wednesday 5:30-7pm and Thursday 2:30-4pm, no registration required, walk-ins welcome, free, 18+ only

Notes: Website updates regularly with schedule; tutors will prepare adults for GED, GRE, ASVAB, career advancement

## *GED Prep Classes*

### **New Haven Adult Education Ctr**

Address: 580 Ella T. Grasso Boulevard, New Haven, CT 06519

Phone: 203-492-0213

### **Fellowship Place**

Address: 441 Elm Street, New Haven, CT 06511  
Phone: 203-401-4227

**New Haven Job Corps Center**

Address: 455 Wintergreen Avenue, New Haven, CT 06515  
Phone: 203-397-3775

**JUNTA for Progressive Action (New Haven Adult Education Center)**

Address: 169 Grand Avenue, New Haven, CT 06513  
Phone: 203-492-0213

## *GED Testing Centers:*

**New Haven Adult Education Center**

Address: 580 Ella Grasso Blvd, New Haven, CT 06519  
Phone: 203-492-0213

**Valley Regional Adult Education**

Address: 415 Howe Ave, Shelton, CT 06484  
Phone: 203-924-6651

*Note: For more information visit website: <https://bestgedclasses.org/connecticut/>*

## *Transportation*

**“Veyo” Medical Transportation Service**

Website: <https://veyo.com/>

Phone: 855-478-7350

Address: PO Box 107, Windsor, CT 06095

Details: Non-Emergency Medical Transportation (NEMT) is a limited transportation benefit that is provided to eligible Medicaid members in Connecticut who have no other way of getting to their medical, behavioral health or dental appointments; NEMT services are only available to HUSKY A, C, D, and limited benefit members.

## *Nutrition Education*

**My Plate Resource**

Website: <https://www.choosemyplate.gov/>

## *Tax Help with StreetCred*

- Free resource in PCC (see national [website](#) here)
- Need to have been in USA for entire tax year (starting Jan 1)
- Contact PCC for information on next StreetCred clinic and schedule

## *Utilities*

### **Resources for Heat/Electricity Bills:**

- If heat or electricity turned off: family can have medical form to allow it to be turned back on.
- Help family contact gas/electric company who will send form to PCC
- Of note, this will turn on gas/electricity but does not forgive bills and is not free -- family will need to set up payment plan
  - Please emphasize this with family
  - Family can come to clinic to speak with social work and medical legal partnership for more details

## *Social Services*

### **State Services & Benefits (ie Food Stamps, Insurance Questions)**

- Call [State Department of Social Services](#) at 1-855-626-6632 (should have interpreters)
- IRIS case manager helps with this
- Office: 50 Humphrey St, New Haven 06513
- Always check schedule

### **Department of Social Security (SSI)**

- For patients with medical need (disability)
- If parent has disability, they should contact their provider
- For child - IRIS healthcare coordinator should help. Can also talk to social worker at PCC
- [Office in New Haven - Orange Street](#) (phone 866-331-5281)



### **Women, Infants, and Children (WIC)**

- All children <5 will have services and food provided
- First visit should be shortly after birth (within days)
- Office located next to PCC (can show family)
- IRIS Healthcare coordinator makes first appointment
- WIC Phone Number - (203) 688-5150 and [website](#)

## *Insurance*

### **Husky (Pediatric Health Insurance) Resources**

- PCC -- full time, Yvette at front desk of PCC for Husky & Free Care logistics
- [Or contact Husky](#) (1-877-284-8759)
  - They should have interpreters (via phone tree, so family will need help)

## *Childcare Resources*

### **Daycare and Preschool**

- Emphasize with family the [importance of early education](#) for lifetime learning
- Call 211 to locate daycare
- Preschool: HeadStart for 3 and 4 year olds -- see [website](#) or call 475-220-1390

### **Healthy Start**

Website: <https://www.cfgnh.org/LeadingOnIssues/HealthyFamilies/NewHavenHealthyStart.aspx>

Details: seeks to reduce infant and maternal mortality and the disparities related to infant and maternal mortality by helping pregnant women and mothers delivery healthy babies