Patient & family meet with SPLG provider

Warm handoff to Patient Navigator

Navigator describes program, solicit patient re: services

Navigator “cold” refers to services pt could benefit from (pt must initiate)

Navigator schedules & completes intake screening, obtains universal consent, enters case information in CrossTx

Navigator determines with family which Partner patient should see first

Patient declines services

Patient accepts services

SDOH-related concerns identified

Partner evaluates SDOH need, completes assessment matrix in CrossTx at each visit (matrix visible to all partners) & any internal assessment/documentation needed

Partner calls family to schedule appointment

If Partner services NOT available on-site at SPLG, Navigator sends CrossTx message to Partner to schedule appointment

If Partner services available on-site at SPLG, Navigator schedules appointment

If additional services needed

Updating matrix sends automatic notification to Navigator

Partner calls family to schedule appointment

If/Once SDOH needs are resolved, Partners notify Navigator via CrossTx

Navigator closes patient case, notes outcomes

Navigator checks in with family regularly, determines if additional Partners needed, updates CrossTx matrix (frequency TBD)

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