



## Memorial Hermann

# HealthWorks

## Your Employees' Home for Health Care

### Navigating health care services at Memorial Hermann

Health care can be confusing. Sometimes your employees are unsure how to find the care they need, in the best location, that works with your employee health plan. Here at Memorial Hermann, we offer multiple avenues to make accessing care simpler, and we're here to help you as employers, as well as your employees, understand their various care options.

#### **Employer Onsite Health Navigators**

Our health navigator is an onsite registered nurse (RN) who assists employees in proactively managing their personal health and well-being. They help employees navigate care and focus on preventive care and offer chronic condition management, including diabetes, hypertension and obesity. For employers who implement this program, our navigators collaborate one-on-one with employees to help them understand and maximize their employer-sponsored health benefits and connect to the most appropriate resources within their medical plan.

The role of the health navigator is to be an ally and source of support. Navigators work with your employees to help them better understand their health conditions, medications and test results. By translating complex medical information into clear, actionable language, they help employees make more informed decisions about their health. Additionally, navigators identify and address barriers to care, accelerating access to the right level of care at the right time.

#### **Specialty Navigators**

Memorial Hermann also provides specialty nurse navigators for specific conditions to help patients access care and resources. Being diagnosed with a serious illness can be an overwhelming experience. Combining specialized expertise with deep empathy, our nurse navigators see that employees' care needs are met so they can focus on recovery and healing.

#### **Oncology nurse navigator**

This certified registered nurse and advocate helps educate and coordinate care and communication with your employee's health care team after a cancer diagnosis. The oncology nurse navigator serves as a liaison throughout the continuum of care, redefining the patient experience and connecting patients and their families with support resources (emotional, financial, logistical, etc.). This helps support quality outcomes by combining knowledge and skills with the support and compassion each patient needs.

### **Heart and Vascular navigator**

The Heart and Vascular navigator is often the first point of contact for individuals seeking cardiovascular services at Memorial Hermann. After patients and families contact us or take our online quiz, the navigator provides individualized, concierge-style service, connecting them to the right physician based on their unique needs. By providing essential information and resources, the navigator supports the next step in the care journey, promoting a clear understanding of the process and helping to ease anxiety.

### **Joint Center lead navigator**

This navigator helps guide your employees throughout the entire joint treatment journey. An orthopedic procedure may involve not only the orthopedic surgeon, but also nurses, physical therapists and other clinical team members. The navigator works with a patient from preprocedure through discharge and rehabilitation, providing knowledge and help as needed.

### **Neuroscience nurse navigator**

Our neuro nurse navigator serves as a central guide for patients with neurological conditions. With advanced clinical expertise, the navigator evaluates each patient's condition and connects them to the most appropriate neurological specialist for their diagnosis or treatment needs. This enables timely access to care and streamlined coordination for disorders of the brain, spine and nervous system.

### **Pediatric Spine nurse navigator**

Research shows that having a spine nurse navigator helps improve a patient's access to care and their outcomes while also reducing time spent in the hospital. Our pediatric spine nurse navigator team provides patients and their families with personalized care and support throughout the complexities of scoliosis treatment. Scoliosis is a condition characterized by abnormal curvature of the spine. These nurse navigators provide specialized support and guidance along with comprehensive education, emotional support and care coordination, from diagnosis to recovery and beyond.

### **Perinatal nurse navigator**

These nurses are available at most Memorial Hermann campuses to assist eligible patients as well as those with certain high-risk conditions up to a year postpartum. The nurse navigators will provide guidance for the expectant parents, assist with birth planning, explain medical information and connect families with community resources and benefits, as well as provide emotional support to allow for a smooth transition from pregnancy and delivery to postpartum care. The perinatal nurse navigators offer a personalized approach and provide education focused on normal pregnancy processes as well as high-risk conditions, recognizing that each pregnancy journey is unique.

## **Memorial Hermann | Rockets Sports Medicine Institute Concierge Line**

Memorial Hermann | Rockets Sports Medicine Institute has more than 70 affiliated athletic trainers working throughout Greater Houston. These dedicated professionals care for athletes who are injured or experience illness during practices and competitions. The Concierge Line is a dedicated phone line answered by Memorial Hermann athletic trainers. An athletic

trainer will assess the urgency of the injury or condition over the phone. If an evaluation is necessary, the athletic trainer will arrange for an in-person meeting to physically assess the injury and help athletes find the most appropriate care in the timeliest manner, based on their injury or condition and symptoms.

### **Nurse Health Line**

Maybe your employee doesn't need to see a provider right now. Our free, confidential Nurse Health Line, available to all Texas residents, can often provide health assistance that won't require a visit to a provider. Note that the line is not appropriate for life-threatening conditions or emergencies. Our nurses help your employee decide whether they need care and where to receive it.

Employees can call **(713) 338-7979** or toll-free **(855) 577-7979** to speak to a nurse.

### **My Memorial Hermann™**

My Memorial Hermann™ is an easy-to-use online platform that allows your employees to: schedule in-person or virtual care, including same-day or next-day appointments; find affiliated physicians and locations; view lab and imaging results; complete patient forms before appointments; send secure messages to care teams; and access account statements and pay bills. This platform can help save your employees time away from work and efficiently fulfill many of their health needs without requiring in-person visits to a provider.

### **222-CARE: (713) 222-2273**

222-Care is here to make it easier for your employees to navigate their health care. Our team provides personalized support to help patients and families get the information and assistance they need, quickly and confidently. This assistance can include: help with general questions and next steps; aid in finding the right doctor; support with My Memorial Hermann/MyChart account setup, including login issues; and use of the MyChart tools. Additionally, 222-Care provides help in learning about and registering for Memorial Hermann-hosted classes, events and programs.

### **Let's work together.**

Your company's success depends on your employees. Memorial Hermann is committed to partnering with employers to improve health and safety in the workplace. Our award-winning facilities, affiliated physician partners and integrated offerings are designed to enhance medical care across the continuum and keep your employees safe, healthy and on the job. Memorial Hermann HealthWorks offers employers proven solutions to reduce health care costs while helping your employees to thrive with programs and services designed to help them be more proactive about their health and wellness.

To learn more, contact us at [healthworks@memorialhermann.org](mailto:healthworks@memorialhermann.org).

