



MobileMed

Mobile Medical Care, Inc.

Maryland Patient Navigation Network
“Selling the Value of Patient Navigation”

Peter Lowet, Executive Director

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MobileMed Overview

Founded in 1968, MobileMed is a nonprofit primary care provider serving 5,500 low-income, multi-cultural, uninsured or underinsured Montgomery County residents.

- 15,000 annual encounters
- Values: quality, respect, cultural sensitivity, compassion
- Nine accessible mobile and fixed-site clinic locations
- Community partnerships



Care Philosophy: Primary Care Medical Home

- Beyond the medical exam...
 - Integrating behavioral health
 - Arranging for diagnostic testing thru generous partners
 - Connecting to specialty care charitable networks
 - Essential wrap-around services
 - Case management
- Keeping people healthy
- Preventing/managing chronic diseases
- Appropriate care setting (e.g. reducing avoidable ER visits)

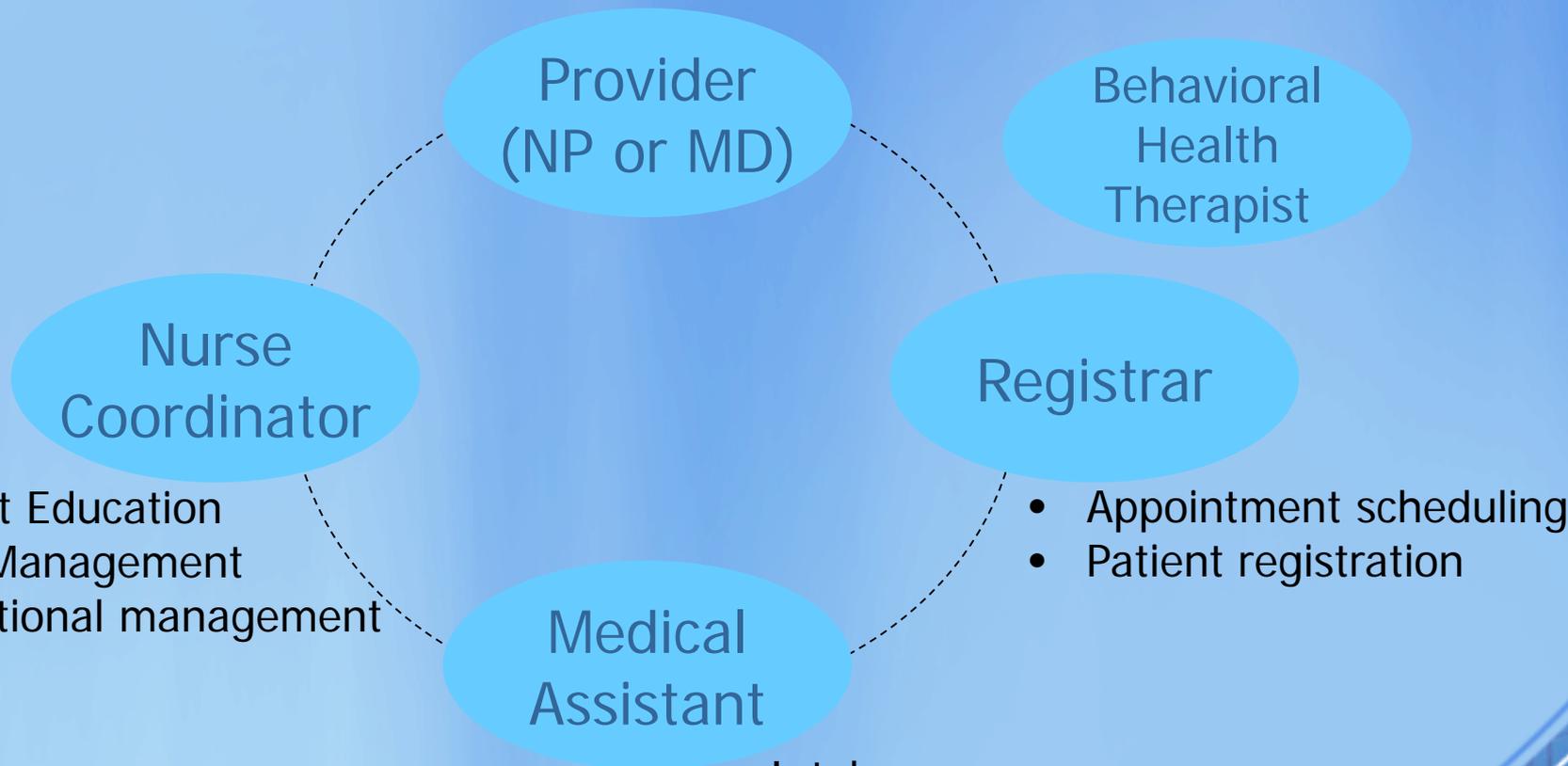


Patient Navigation: What is our Key to Success?

SUSTAINABILITY

1. Embedded in care model to the extent possible
2. Protected staff time for activities beyond clinic's routine patient flow

Primary Care Team



Patient Navigation: What is our Key to Success?

SUSTAINABILITY

1. Embedded in care model to the extent possible
2. Protected staff time for activities beyond clinic's routine patient flow
3. Impact on measurable clinical quality indicators that we care about; useful data collection
4. Supporting systems – electronic health record, process flow, tracking methods



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