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Good Shepherd Launches New Patient Referral Program

CareDirect to Improve Patient Health and Care

LONGVIEW (December 1, 2009) – Good Shepherd is excited to announce the launch of CareDirect, a new patient referral program. CareDirect is a free-of-charge service designed to ensure that patients are connected with the physician that best meets their medical needs.

Through the implementation of CareDirect, Good Shepherd seeks to reduce the number of Emergency Department (ED) patients without a primary care physician and improve patients' continuity of care. In 2008-2009 approximately 30,000 patients without a primary care physician were treated in Good Shepherd's ED. Helping patients establish a relationship with a primary care provider lays the foundation for preventive care, which in the long run will improve patient health and reduce their healthcare costs.

When a patient who does not have a primary care physician is discharged from the ER, CareDirect coordinator Joey Sutton asks for vital information – patient's ailment, demographics and insurance to identify the appropriate primary care physician. Sutton then schedules an appointment with the physician's office and will later follow-up to confirm that the patient's needs and expectations were met.

CareDirect referrals are made to several practice locations conveniently located in Longview and surrounding communities that provide not only immediate care of the sick and injured, but also specialize in: adult internal medicine, pediatrics, newborn care, selected surgical procedures, office gynecology, community and preventive medicine.

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