

HEALTH WORKER (CHW) HUB

(208) 367-4482 (4HUB)

What is a Community Health Worker (CHW) Hub? A virtual location that focuses on connecting patients, colleagues and/or community members to local social services within the community and across all Saint Alphonsus service locations. Available weekdays 8am -5 pm.

- The hub consists of Community Health Workers (CHWs): non-clinical, front line colleagues that work closely with clinicians and care teams to intervene when social needs are identified.
- They are experts in community resources SAHS wide.
- Focus on patient engagement, education and empowerment – assisting and directing patients to resources with closed loop referrals, not “doing it for them.”
- Free service and currently telephonic due to COVID; future state will see patients face to face (home visit, inpatient, etc).

Community Health Worker services and/or available for referral (as available locally):

- Connection to Behavioral Health (peer support, substance use treatment, mental health)
- Benefit Enrollment Support (unemployment, Medicaid and/or SNAP)
- Financial Assistance
- Transportation (Medical visits and other social supports)
- Food Resources/Food access
- Connection to Tobacco Cessation
- Focus on patient engagement, education and empowerment – assisting and directing patients to resources with closed loop referrals, not “doing it for them.”
- Childcare
- Primary Care for the uninsured/and or Medicaid Population (including safety net health centers, FQHCs, etc.)
- Low/no cost medications or medication delivery for persons unable to leave their home
- Housing/Shelter (back rent, utilities, eviction, temporary placement or longer-term supported housing or permanent placement)
- Free service and currently telephonic due to COVID; future state will see patients face to face (home visit, inpatient, etc).

How to refer individuals to our CHW hub (one of the following ways):

Send a SECURE email to shared inbox:

SAHSCommResources@saintalphonsus.org

INCLUDE THE FOLLOWING:

1. Patient Name & Patient DOB
2. Patient PCP
3. Insurance (if known)
4. Reason for referral/services requested

Services are ordered via Crimson Medical Records in the medical record. NextGen and Cerner have processes in place to facilitate the CHW Orders-Referral process. Please contact your CID for instruction.

Provide number and/or transfer individuals to (208) 367-4482 (4HUB) - to get connected with a Community Health Worker

* If individuals decline CHW hub referral – feel free to share or utilize the Community Resources directory; an online portal that connects people in need to free/reduced social needs services such as food, housing, transportation, medical, etc.

Questions? Please call (208) 367-4482; Fax (313) 486-2400
More Information visit CHW Hub website