

# MILWAUKEE HEALTH CARE PARTNERSHIP

Through the Connect to Care Program, you can make a **follow-up primary care or substance use appointment in real-time for your patient before they leave your care** in the ED, inpatient setting, community clinic or mobile clinic.



## Milwaukee Health Care Partnership Connect to Care Program

### Purpose:

The Milwaukee Health Care Partnership (MHCP) **Connect to Care Program** works to screen and connect high-risk patients in hospitals and community settings with follow-up appointments at health homes. By connecting people to regular care in a health home, we hope to better address their continuing health needs, while reducing avoidable ED visits and subsequent hospitalizations.

### Process:

Through an online platform, Experian Patient Schedule (aka MyHealth Direct), referral staff can make a follow-up appointment in real-time for their patients with a few simple clicks online.

### Who Can Refer?

- Hospital ED referral staff
- Hospital inpatient referral staff
- Hospital mobile unit staff
- Community clinic staff
- Public health departments
- EMS and Mobile Integrated Health (MIH) staff

\*\*There is no limit to the number of referrers an organization can have. If you have interested staff—get them engaged!

### What Can I Refer For and Where?

- **Primary care** appointments are available at all five Federally Qualified Health Centers (FQHCs).
  - FQHCs accept all people regardless of their insurance status or ability to pay.
  - FQHCs also offer many other services—behavioral health, social work, HIV care, physical therapy, and more.
- **Substance use services** such as, opioid, alcohol and stimulant treatment programs, are available at local substance use treatment facilities and select FQHCs.

*The Milwaukee Health Care Partnership (MHCP) is a public/private consortium dedicated to improving health care for low-income, underserved populations in Milwaukee County, with the aim of improving health outcomes, advancing health equity and lowering the total cost of care.*



### Why Refer Through Connect to Care?

- Schedule appointments before the patient leaves on off hours and weekends when call centers aren't open
- Avoid call center waits
- No risk of denial—all people are accepted at FQHCs
- Culturally competent care in the patient's neighborhood

### Interested in making referrals?

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