



The Benefits of Patient Navigation

Patient benefits include improved:

- Access to timely medical treatment
- Coordination of care
- Comfort level with healthcare system
- Access to resources and support services

Organizational benefits include:

- Decreasing the number of missed appointments
- Better patient flow through different clinical locations
- Identification of systemic barriers in access to care
- Efficiency in use of resources
- Patient satisfaction

Patient Navigation is a Wishard program funded by the Richard M. Fairbanks Foundation and Family & Social Services Administration.

Blackburn Health Center
2700 Dr. Martin Luther King Jr. St.
Indianapolis, IN 46208
317-931-4300

Cottage Corner Health Center
1434 S. Shelby St.
Indianapolis, IN 46203
317-655-3200

Eagledale Health Center
2802 Lafayette Rd.
Indianapolis, IN 46222
317-923-7510 - Pediatrics
317-655-2276 - Family Planning

Forest Manor Health Center
3840 N. Sherman Dr.
Indianapolis, IN 46226
317-541-3400

Grassy Creek Health Center
9443 E. 38th St.
Indianapolis, IN 46235
317-890-2100

Linwood Health Center
4401 E. 10th St.
Indianapolis, IN 46201
317-358-8060

North Arlington Health Center
2505 N. Arlington Ave.
Indianapolis, IN 46218
317-554-5200

Pecar Health Center
6940 N. Michigan Rd.
Indianapolis, IN 46268
317-266-2901

Primary Care Center
1002 Wishard Blvd.
Indianapolis, IN 46202
317-692-2323 - Adult Medicine
317-692-2363 - Pediatrics

Westside Health Center
2732 W. Michigan St.
Indianapolis, IN 46222
317-554-4600



Wishard Health Services
Patient Navigation
1001 West Tenth St.
Indianapolis, IN 46202
317-630-6143



Patient Navigation



www.Wishard.edu/PatientNavigation

Patient Navigation Welcomes You!

Patient Navigators are very happy to welcome you to the Wishard Community Health Centers. We appreciate this opportunity to care for you and your healthcare needs. Our physicians and staff are committed to providing high-quality healthcare and outstanding service to our patients and the communities we serve. We will do our best to ensure that you have a pleasant and efficient experience each time you come or call one of our centers. We will work with you to ensure that your current healthcare needs are addressed and schedule preventive screenings to detect and help prevent other health problems. Patient Navigators look forward to assisting you with your healthcare needs. Thank you for giving us this opportunity to serve you.



What is Patient Navigation?

Patient Navigation is a department that is composed of qualified healthcare professionals whose main purpose is to help patients “navigate” the system to receive timely care. Our chief objective is to work with new and established Wishard patients to identify barriers to healthcare while connecting them to the internal or external resources they need.

Patient Navigation is at the heart of Wishard’s mission of advocating, caring, teaching and serving. We demonstrate our ability to continuously meet the needs of Marion County by acting as healthcare advocates within Wishard and its outpatient locations.

By increasing awareness of and facilitating access to healthcare and community resources, Patient Navigation assists patients with achieving the best possible health outcomes.

Patient Navigation is:

- Individualized and patient driven
- Culturally sensitive
- Staffed by trained professionals
- Capable of addressing a wide range of patient and family needs and issues
- Problem and solution focused
- Specific to primary care needs by assisting with access to screening/diagnostic tests/treatment
- Effective at assisting with communication/decision making
- Able to link to financial and educational resources and Patient Relations to overcome any barriers encountered

In order to ensure the comfort of our patients, Patient Navigation conducts scheduled site tours of Wishard’s outpatient locations. To request a tour, please call 630-TOUR (8687).