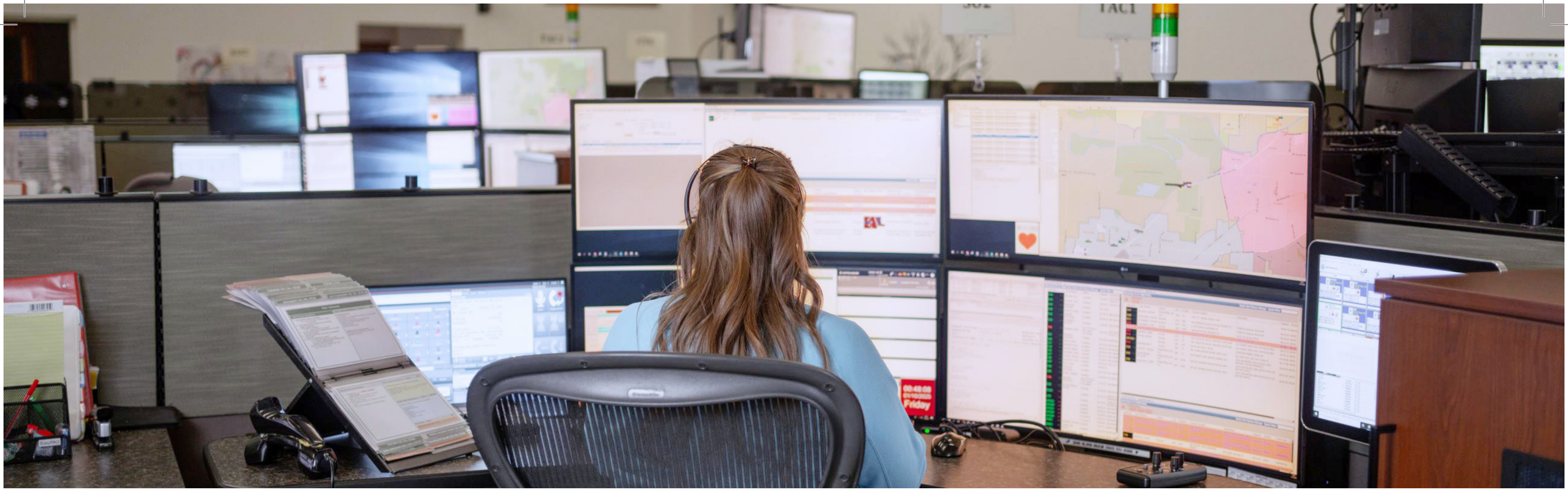


YAKIMA COUNTY 911 NURSE NAVIGATION PROGRAM

Right Care. Right Time. Right Place.

When you call 911 during a medical event, you may not need an ambulance trip to your local hospital emergency department. Yakima County's new program, developed in collaboration with the 911 center, Yakima County Department of EMS, local EMS provider American Medical Response and program pioneer Global Medical Response, gives 911 call takers the option to connect you with a Nurse Navigator to figure out the right type of care for your situation, including how and where you get it.

RIGHT CARE

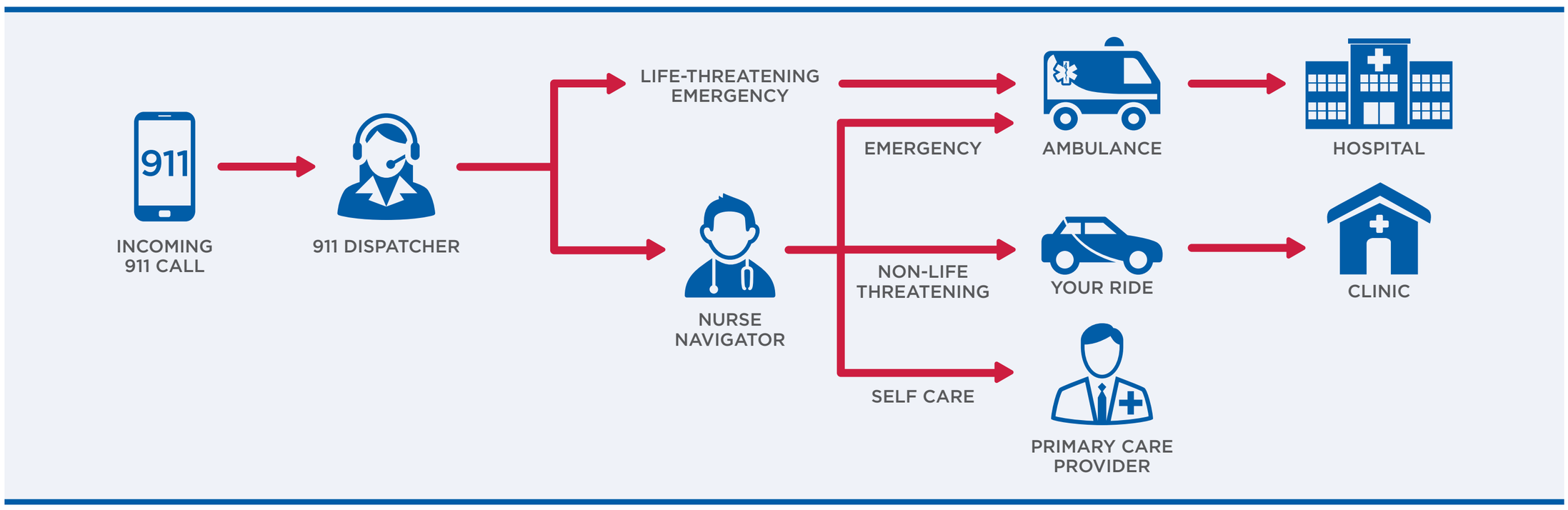
Speak with a Nurse Navigator to discuss your specific needs.

RIGHT TIME

Using physician-approved protocols, a Nurse Navigator quickly navigates the caller to an appropriate care option.

RIGHT PLACE

Nurse Navigator refers you to local urgent care, virtual care with a provider or self-care at home.



Our innovative Nurse Navigation program ensures you quickly reach the most appropriate level of care based on your needs. Under the physician protocols, this may include transportation to local urgent care, virtual care with a physician or self-care at home (or in some cases a return to 911 ambulance dispatch). You talk to a Nurse Navigator to make that decision, together.

SCAN OR CALL **509.574.2145** TO LEARN MORE ABOUT THIS PROGRAM.

Yakima County Department of EMS

suncomm 911 COMMUNICATIONS

In partnership with AMR® A Global Medical Response Solution