



Patient Journey with Care Navigator Support



Throughout your journey, your care navigator will be your go-to partner who listens and helps connect you and your family with whatever resources, support and information you might need. Your care navigator is a member of your care team alongside physicians, nurses, and other providers and is in your corner with non-judgmental support and practical help.

PRENATAL/PREGNANCY



DELIVERY



POSTPARTUM/FIRST YEAR



PRENATAL CARE

Your care team is here to support you throughout your pregnancy. A healthy pregnancy includes physical and emotional health. Your care team should ask you about the stressors you're dealing with, including things like anxiety, relationship troubles, substance use, depression, loneliness, or difficulty with things like rent, food, or baby supplies. This information will not be used to judge you or your parenting abilities, but rather to help you find the best care options, resources and support for you and your baby.

LABOR & DELIVERY

Having a baby is a big deal. Your care team should check-in with you to see if anything has changed since your prenatal visits and line up any support you might need after leaving the hospital. After birth, your care team should check in with you about your experience, answer questions, help you prepare to take your baby home, and discuss what follow-up visits are needed.* They can also help find resources to address concerns such as cost, transportation, and childcare.

*If you need someone to talk to, your birth didn't go as planned, or your baby needs to spend time in the NICU, your care team is here to help you. If you feel like you are having a medical emergency once you are home, call 911 immediately.

PEDIATRIC/WELL-BABY CARE

During your baby's first well visits, your care team should continue checking-in with you to see if anything has changed with your mood, thoughts, substance use, or situation at home. It is very common for parents to have elevated anxiety and depression symptoms after giving birth. It's important to talk about these feelings and to remember you're not alone. Regular follow-up visits are just as important for you to get the care and support you need too. Your care team can help connect you to resources (such as food, transportation, or housing), mental health support, parenting groups, and ongoing care or treatment as needed.

FIRST-YEAR CARE

Whether you're a new or experienced parent, the first year after having a baby is so important, but can also be so hard. All parents need social support, rest, time for themselves, and time to bond with baby. If your journey is bumpy, you're not alone. If you're struggling with loneliness, stress, substance use, anger or worry, your care navigator can provide non-judgmental support for you and your family. They can help set up appointments, connect you to peer and/or mental health support, or other safe spaces to talk about your experience. You are the strong parent your child needs, and your care navigator is here to help.