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**DeKalb County and American Medical Response Partner to
Provide Innovative Emergency Healthcare Option**

Nurse Navigator Program to improve timely quality of care for E-911 Calls

DECATUR, Ga. – DeKalb County is partnering with American Medical Response (AMR) to implement the Nurse Navigator Program. This initiative, the first of its kind in Georgia, is designed to improve access to emergency healthcare, improve the patient experience, and decrease ambulance response times and hospital wait times across DeKalb County.

The Nurse Navigator Program is scheduled to be implemented countywide on Thursday, Oct. 1.

“During our negotiations last year to select an emergency medical transport service, we requested innovative ideas that would improve response times and quality of care,” said DeKalb CEO Michael Thurmond. “We believe the Nurse Navigator Program addresses this goal.”

DeKalb County E-911 receives approximately a million calls annually, which includes 105,000 emergency medical service calls.

In response to E-911 calls, the Nurse Navigator Program will be used in place of ambulance transport to a hospital for some calls.

Calls for emergency medical service will be triaged by DeKalb County E-911 operators using industry best-practice protocols. If a caller’s medical complaint is determined to be non-life-threatening, the caller may be transferred to a nurse navigator who will further assess the patient’s condition and identify their particular clinical needs.

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The nurse navigator will be able to present callers with a list of available healthcare providers in their community who can meet the callers' clinical needs. Additionally, the nurse navigator will be able to schedule an appointment directly with the provider to streamline the patient experience.

The Nurse Navigator Program will enable DeKalb County Fire Rescue to better allocate resources and focus on providing timely, appropriate and high-quality patient care aimed at improving the patient's experience and outcomes.

AMR operates the Nurse Navigator Program in Washington, D.C., and Arlington, Texas.

For more information, contact Dcfrpublicaffairs@dekalbcountyga.gov.

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