

OLIVIA'S *story*

Olivia, 14, was battling severe depression. This is the true story of how Laura, a nurse Care Coordinator, intervened early and went the extra mile to help Olivia and her family when they needed it most.



Olivia was going through a **difficult time** - her parents had recently divorced, and she was being bullied at school. Olivia confided in her sister that she was considering self-harm. Concerned for her wellbeing, Olivia's family admitted her to an inpatient facility, where she spent seven days in treatment.



Laura, a nurse Care Coordinator at Quantum Health, reached out to Olivia's mom to complete her post-discharge call. When Laura learned that Olivia had been prescribed three medications during her stay, she knew they were important **and worked to ensure there would be no delays at the pharmacy.**



Laura contacted the pharmacy benefits manager (PBM), who explained that one of the prescriptions could not be filled because Olivia's date of birth was incorrect. Laura worked with the PBM and they agreed to allow the pharmacy to fill the prescription this time, but the error would need to be corrected for Olivia to receive the medication in the future.



Rather than burdening Olivia's mom, Laura took it upon herself to contact the pharmacy to confirm they received approval for the authorization and corrected the error. She then called Olivia's mom to let her know the prescription would be ready for pickup shortly and provided her with a resource to obtain a savings card for the medication.



In this situation, Laura understood the urgency and interceded to remove barriers, minimizing complexity and stress for Olivia and her mom. **As the single point of contact for providers, members and payers, our empathetic Care Coordinators are able to identify challenges earlier and close communication gaps.**