



Health System Navigator

CROUSE.ORG/PROVIDERS

Navigating the healthcare system can seem overwhelming, including times when you may need to select a doctor.

Crouse Health can help

We invite you to contact our Health System Navigator when

- You need a new Primary Care Provider (PCP) – including a Physician, Physician Assistant (PA) or Nurse Practitioner (NP)
- You need or want to change from your existing PCP
- You're new to the area and don't know "who's who"
- You require the care of a specialist, but are not sure who to see
- You would like to have the peace of mind knowing all of your providers are affiliated with the same healthcare system for convenience and seamless communication

What if I need a PCP?

Our Health System Navigator will work with you to understand what's important to you when selecting a provider, including his or her practice location and hours of operation; provider age, gender and language spoken; whether the provider is part of a group or individual practice; and the provider's hospital affiliation.

For primary care needs, you will have access to the Crouse Health Network, with more than 200 providers in over 40 conveniently located offices in Onondaga, Madison, Oneida, Cayuga and Cortland counties. We know which practices are accepting new patients and will work with these offices to help establish you in your selected practice.

What if I already have a PCP, but need help to access specialty providers or programs?

Our goal is to support and compliment the recommendations of your PCP, coordinating with your provider as appropriate. Our Navigator can help you enroll in specialty programs, secure expedited appointments, and ensure you understand what is needed for these appointments (e.g., referrals, imaging, etc.).

What if I have a medical issue, but I do not have a PCP?

In collaboration with our physician-led clinical team, our Navigator will help connect you with the appropriate specialist(s) to address immediate medical concerns. The recommended specialist(s) may be associated with Crouse Health or other facilities; the recommendation will be based on which provider is best suited to address your needs.

In addition to connecting you with a specialist, our Navigator will also help you secure a PCP. It is important to establish a relationship with a PCP to ensure you have this resource to guide you as future needs arise.

Contact us

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