



SUPPORTIVE

PERSONAL

ACCESS

RESPECT

KNOWLEDGE

FAQ for Patients

1. What is the SPARK Program?

SPARK is a program to improve care for Greater Newport Physicians patients. It is based on clinical evidence that many people can benefit from enhanced care coordination by their doctor and a team of Care Coordinators. Patients who choose to enroll in SPARK will be part of a specialized care team that includes the primary care physician (PCP), care managers (nurses and other professionals) and support team members. The care team is a great resource for you in coordinating health services, navigating the health care system, and helping you to improve and maintain your health.

2. What are the goals of SPARK?

The goals of SPARK are to:

- Deliver personalized, quality health care;
- Improve the health of participants, help them maintain their health and increase satisfaction with care.

3. How are patients selected?

Patients are selected by the SPARK team in cooperation with the Primary Care Physician (PCP). You are invited you to join:

- Due to an ongoing or persistent health condition;
- At the recommendation of your physician;
- As a result of a serious event (such as an emergency room visit or hospitalization). Your primary care physician knows that you are being invited to participate and believes that SPARK may be beneficial for you. New patients may be invited to *join* based on new medical events and changing health status.

4. Do I have to participate in SPARK?

Participation is completely voluntary. However, you were identified as someone who might benefit from highly-personalized, well-coordinated health care.

5. Can anyone participate in SPARK?

You must be invited to participate in SPARK based upon specific health needs.



6. Why should I participate in SPARK?

Your participation in SPARK is intended to result in your improved health and satisfaction with the care you receive. One of the goals of SPARK is to provide care that takes into consideration you as a whole person and not just as a “medical condition.” The program strives to help you find solutions to issues that may be affecting your ability to achieve improved health and well-being.

7. Will my health benefits change if I participate?

No. Your health benefits will be unchanged.

8. If I agree to participate, what happens next?

You will:

- Receive a call to set an appointment time to meet your Nurse Care Manager;
- Have a personalized discussion about your care needs, and
- Have an extended office visit with your Nurse Care Manager;

9. What can I expect if I participate in SPARK?

You can expect:

- A dedicated Nurse Care Manager and Patient Navigator;
- Regular contact with your Nurse Care Manager;
- Promptly returned phone calls for urgent questions and issues;
- Personalized support for your health goals.

10. How long can I participate in the SPARK?

Your participation in SPARK is completely voluntary. You can end your participation at any time. There is no time limit.

11. Why is the SPARK program offered only in certain locations or clinics?

Participating clinics were selected by Greater Newport Physicians for their desire to improve quality for their patient population. If SPARK achieves the desired goals, the program may expand to other health care providers and regions over time.

12. How much do I have to pay to participate?

There is no cost to participate in SPARK.



13. What are my responsibilities if I participate?

Once you have enrolled, your responsibilities include:

- Meeting with your Nurse Care Manager for an hour or so to get to know each other and determine what your health care goals may be;
- Maintaining a regular check-in by phone to determine how things are going;
- Keeping your Care Team aware of changes in your health or well-being, or calling with updates and questions;
- Signing an agreement when you enroll.

14. Will I continue to see my current Primary Care Physician (PCP)?

You will continue to see your PCP.

15. How will my privacy be maintained?

Your privacy is guaranteed just as it is for all other healthcare encounters. Reporting of all SPARK information will strictly adhere to all state and federal privacy laws.
