

Cone Health's Mobile Health Program Partnership with Daymark Recovery Services

"Bridging Health Care Gaps In Substance Abuse Treatment"



A Legacy of Excellence and Community Care

History

- Established in 1953, Cone Health has grown into a leading healthcare network in North Carolina, providing high-quality care across the region. With a rich history rooted in service, Cone Health continues to honor its legacy by expanding access to cutting-edge medical care and fostering a culture of innovation.

Brand Promise

- At Cone Health, our brand promise, "We Are Right Here With You," reflects our unwavering dedication to providing compassionate, personalized care. We strive to meet each patient's unique needs, ensuring that they feel supported, understood, and cared for throughout their healthcare journey.

Commitment to the Community

- Cone Health is deeply committed to the communities we serve. From promoting wellness and preventive care to offering educational programs and supporting local initiatives, we work tirelessly to improve the health and well-being of our neighbors. Our mission is to make a positive impact, not just within our facilities but across the entire community.

Cone Health Mobile Health Program: Bringing Care To The Patient



History

- Launched in February 2021, the Cone Health Mobile Health program was created to extend healthcare services to underserved and remote communities in Guilford, Alamance, Rockingham and Randolph counties. This innovative initiative bridges gaps in access to care, ensuring that all individuals, regardless of location or circumstances, receive the medical attention they need.

Fleet

- Mobile Unit** - 42 foot wheelchair accessible customized motor coach, which is equipped with two exam rooms and a full nursing station with POCT testing.
- Mobile Screening Unit** - fully customized sprinter van, also offers an exam room, nursing station and lab.

Services

- The Mobile Medicine program offers a wide range of services, including primary care, preventive screenings, chronic disease management, and urgent care. Equipped with state-of-the-art technology, the mobile units bring healthcare directly to schools, community centers, and neighborhoods, making it easier for patients to receive timely and convenient care.
- We are committed to providing quality, safe, efficient, compassionate, comprehensive and integrated medical care that is easily accessible, embracing diverse communities, edifying and empowering our patients with all available resources regardless of the ability to pay.

Inextricably linked, the correlation between mental health, substance abuse, and unmet healthcare needs underscores the urgency for comprehensive and accessible healthcare solutions.

Many individuals grappling with mental health disorders and substance abuse have also faced significant barriers to accessing basic healthcare due to financial constraints. This lack of access further exacerbates their vulnerabilities and complicates treatment outcomes.

Recognizing this intricate interplay, our partnership with Daymark Recovery Services simultaneously addresses psychiatric and unmet healthcare needs, breaking down barriers to healthcare access and promoting well-being among residents. Through collaborative efforts, we aspire to empower individuals to achieve sustained recovery and improved overall health outcomes, irrespective of their financial circumstances.



Daymark Recovery Services

- Purpose:** To provide a supportive and safe environment in which persons suffering from drug and alcohol addiction may find sobriety
- 24 hour, 365 day per year residential treatment facility for persons with substance abuse issues
- 18 years or older, serving both men and women
- Majority of substance abuse recovery patients also have been or will be diagnosed with mental health conditions that have largely been untreated
- 56 bed capacity with semi private rooms
- Staffed full-service kitchen provides three nutritionally balanced meals (along with snacks) daily
- Staff available around the clock and provide hourly checks on persons served at night
- Guilford County funded, population either has indigent status or Guilford County Medicaid
- Clients served from January 2023 to present: 759 (of those, 343 had Medicaid)

Relevance

The Mobile Unit served 137 Daymark clients from August 2023 - July 2024. The impact of this partnership has been life changing for many of the Daymark clients. Many of the clients had been homeless prior to their treatment. They had previously been unable to see a medical provider or pay medical fees.

Giving this population easy access to medical care has made a strong impact on their overall health and addiction recovery.

Without the Mobile Unit, this population would face the inconvenience of being sent offsite, creating significant barriers in their treatment.

Having easy access to medical care also helps prevent these patients from being discharged from the recovery program due to complex medical needs.

In addition to chronic disease management and acute care services, the Mobile Unit provides clients at Daymark:

- Assistance with long-term treatment paperwork
- Medication refills prior to discharge
- Psychiatric medication management

Conclusion

We have demonstrated the critical need for bridging healthcare gaps for patients in substance abuse treatment and outlined our vision for expanding the services we provide. Mobile medicine, specifically tailored to assist underserved populations, plays a pivotal role in easing the transition out of recovery for those committed to change.

We strongly encourage other Mobile Health Programs to forge partnerships with similar recovery services, working together to bridge these gaps on a national scale.

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