

# HEALTH ONE

A DIVISION OF MOBILE INTEGRATED HEALTH



## WHAT IS HEALTH ONE?

Health One provides specialized outreach, transport, and referrals to callers experiencing non-emergency medical complaints, behavioral health crises, as well as frequent callers and those with social service needs. Health One partners with providers throughout the city who offer healthcare, behavioral health services, homeless services, and more.



## WHO IS ON OUR TEAM?

Health One is staffed by two specially-trained SFD firefighter/EMTs and a case manager from the Human Services Department. This staffing model allows our unit to address a very wide range of responses. Firefighters are equipped to handle medical complaints and bring with them SFD's reputation for effective and compassionate service. Our case managers are social work experts and skilled system navigators. They connect our clients to a wide array of services and providers. On the scene, the case managers bring de-escalation skills and approach the patient interview with a trauma-informed lens.

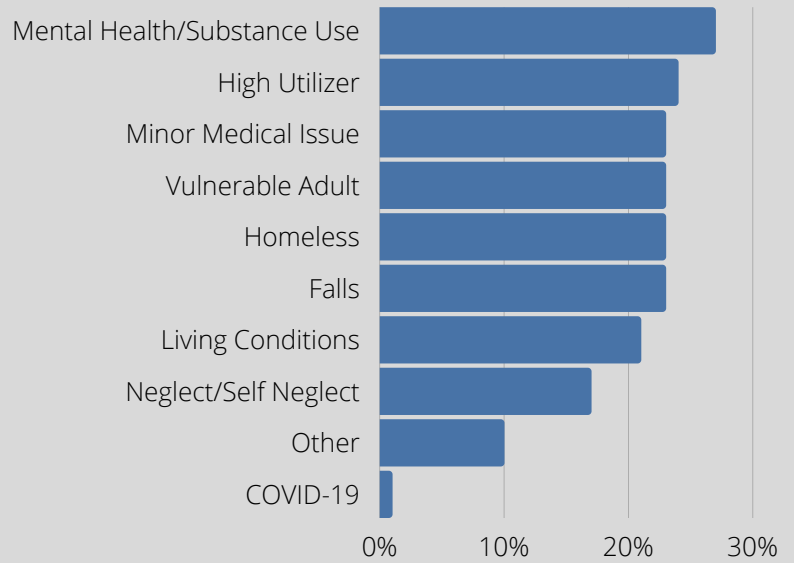
## WHERE DOES HEALTH ONE SERVE?

Health One primarily serves Pioneer Square, the downtown core, Belltown, Ballard, the University District, Capitol Hill and South Seattle, but can respond at its discretion anywhere in Seattle. It operates Monday-Friday during the day and early evening hours. One unit is headquartered at SFD HQ in Pioneer Square, and a second unit is headquartered at Station 2 in Belltown.

## WHAT SERVICES DOES HEALTH ONE OFFER?

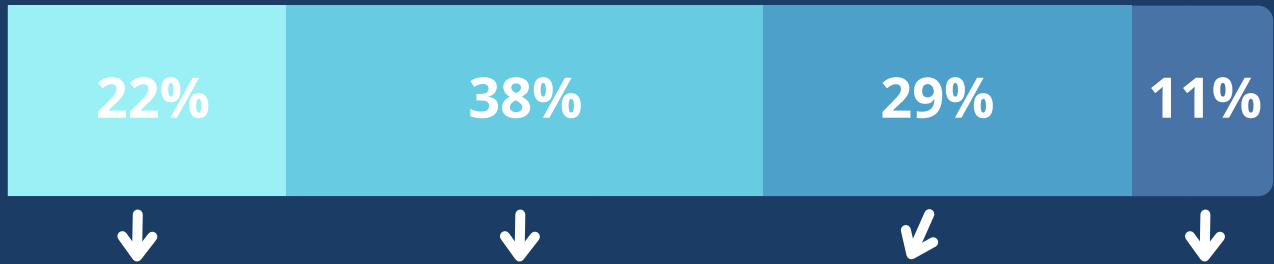
- Alternative destination transport
- Provide food, water and clothing
- Referrals to social services
- Hospital and home care follow-up
- Assistance with navigating services
- Outreach to high utilizers or Vulnerable Adults
- Short-term case management
- Crisis Intervention

## REASONS FOR REFERRALS\*



\*Please note that multiple reasons may be selected for the same client

## HEALTH ONE DISPATCHES AND REFERRAL SOURCES



### 9-1-1 Dispatches

- 9-1-1 dispatches Health One immediately to the scene
- OR Dispatchers send referral to Health One for follow-up at a later time
- Generally includes welfare checks or falls

### Firefighters

- Firefighters on scene request Health One, which responds immediately
- OR firefighters send an electronic referral to Health One for follow-up at a later time

### Scheduled by Health One

- Health One schedules outreach to new referral or established client

### Unscheduled Outreach

- An individual flags down the Health One team to request assistance