



## POTENTIALLY PREVENTABLE ED VISITS (PPVs)

Reducing unnecessary Emergency Department (ED) visits should be a goal of all primary care and specialty practices. Unnecessary ED visits burden the health care system as they are costly and consume resources that other individuals with more acute needs may need.

### How can our providers help reduce PPVs?

- Inform and educate patients.
- Provide post ED follow-up.
- Offer After Hours availability. Providing 24/7 access to advice about urgent and emergent care.
- Offer alternatives to regular face to face visits with physician, such as telehealth.

### What is El Paso Health doing to support members?

- Supportive Case Management Program
- Text messages to members identified with no history of PPVs that would typically get excluded from Case Management target.
- Transportation services
- 24-hour, 7-days-a-week access to Behavioral Health Crisis line.
- 24-hour, 7-days-a-week access to FIRSTCALL, a bilingual Medical Advice Infoline staffed by nurses, pharmacists, and a Medical Director on call.

**Up to date night clinic and urgent care fliers are available on the EPH website.**



**El Paso Health**  
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.