

Successful Sherlock

Success Story

One of the biggest challenges as a health promoter that I encounter is not being able to locate a client due to moving or disconnection or change of a phone number. My concern dealing with prenatal clients is whether or not they are receiving medical care throughout their pregnancy which I believe to be of critically high importance.

I recently had a client that I was unable to locate from the beginning. I kept calling the phone numbers we had on file with no luck. I had emailed the Regional Case Manager for possible new information and no luck at that time. As her due date was nearing, my concern grew deeper because I wanted to know that the client was doing well, see how I could help and offer our services. I was running into a lot of dead ends. I decided I would give it one final try. I emailed the Case Manager and thought perhaps we could make one last attempt to locate her even though I was almost giving up. She found out through the Health Department that our client had moved and her phone numbers had changed. I called the client and found her. It was very exciting news that day.

Shortly after our phone conversation I met with client and I was very happy that I had reached her. She had already delivered her baby but we went through all the financials, SOBRA, Medicaid and all the other necessary documentation. She was happy to have someone there to help her through the process and answer any questions. It was relieving because sometimes we do lose clients and never know what happened during or after their pregnancy.

I have to confess that I had a hard time coming up with a success story maybe because I didn't truly see that the work I do daily has an impact or would be considered a success to others.

Once I gave it more thought I realized that the little successes we make are sometimes the most impacting in people's lives. I think the mere language barrier and trying to fill out applications and forms can be challenging to our clients so this was an opportunity for me to realize that what I do really matters.

