

Snohomish County Nurse Navigation System Information for Patients



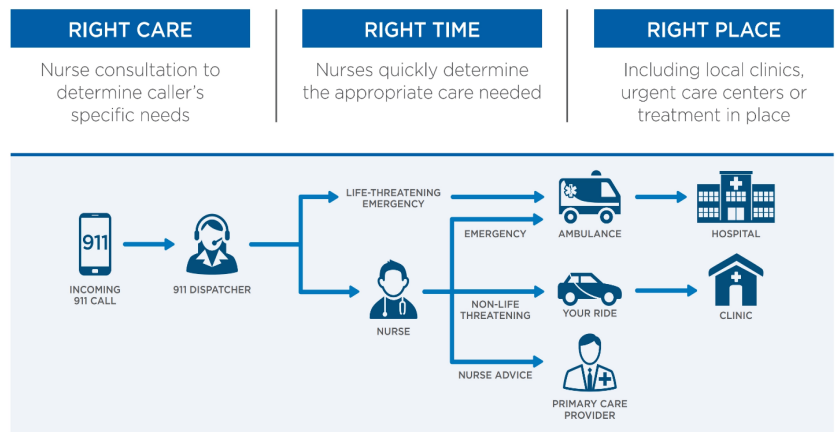
You Called 911. Here's Why You Spoke With a Nurse

About the Snohomish County Nurse Navigation Program

When you called 911, EMS (Emergency Medical Services) responded to your request for help. After our trained dispatchers triaged your call, it was determined that you could **benefit from additional support** from a healthcare professional. That's when you were connected with the **Snohomish County Nurse Navigation Program** — a service designed to ensure you get the **right care at the right time**, without an unnecessary trip to the emergency room.

This program is staffed by licensed nurses who are specially trained to assess medical symptoms over the phone. Their role is to **help you access the most appropriate care**, which may include:

- Advice for managing your condition at home
- Referral to a local clinic or urgent care
- Scheduling an in-person appointment
- Coordinating follow-up care



Why This Matters

Emergency rooms are meant for life-threatening emergencies. For non-urgent concerns, a visit to the ER can result in long waits, high costs, and overcrowding. By using a nurse for additional triage, you still get professional guidance — and avoid unnecessary emergency room visits.

The Nurse Navigator works closely with EMS to determine if you:

- Need to go to the hospital
- Can be safely treated elsewhere, like an Urgent Care or Walk-in Clinic
- Should be scheduled for a medical appointment, like a Telehealth (video call) visit, or with your PCP
- Just need advice on managing symptoms at home

If at any point your condition changes or worsens, **an ambulance may be dispatched**. In some cases an ambulance may arrive while you were on the phone with a nurse.

For conditions such as **chest pain, trouble breathing, seizures, heart attack symptoms, or major trauma**, EMS will still transport you to the hospital immediately.

Your Care is Still a Priority

The Snohomish County Nurse Navigation Program is here to help you get the **right care**, not less care. Our goal is to reduce unnecessary ER visits, improve your health outcomes, and make sure emergency services are available for those who truly need them.



<https://sno911.org/nursenavigation/>