‘The care they need, when they need it’: Nurse navigators connect you to care — and keep you out of the emergency room

A virtual team of nurses support primary care providers in Ontario through a program called SCOPE, which stands for Seamless Care Optimising the Patient Experience.

By Megan Ogilvie Health Reporter
Aug 1, 2023
Article was updated 6 hrs ago

Dr. Pauline Pariser, founder and director of the SCOPE program, at Women’s College Hospital in Toronto.

Kaitlan Pucknell’s workday is determined by the emails that ping into her inbox.

This article is exclusive to subscribers.
Nurse navigators connect patients to care — and keep them out of emergency rooms

Megan Ogilvie is a Toronto-based health reporter for the Star. Follow her on Twitter: @megan_ogilvie or reach her via email: mogilvie@thestar.ca.

Already a Subscriber? Sign in

REPORT AN ERROR  JOURNALISTIC STANDARDS  ABOUT THE STAR