



FOR IMMEDIATE RELEASE:

COMING SOON: Yakima County Launches 911 Nurse Navigation to Transform Emergency Care

Innovative Program Will Ensure Faster, More Efficient Emergency Response for Residents

YAKIMA, Wash. (April. XX, 2025) — Yakima County is gearing up for a game-changing enhancement to its 911 emergency response system—the launch of 911 Nurse Navigation. In partnership with American Medical Response (AMR) and its parent company [Global Medical Response](#) (GMR), this cutting-edge initiative will help ensure those who call 911 receive the right care, at the right time, in the right setting.

Starting April 22, for 911 callers with less serious medical needs that don't require an immediate, urgent response, dispatchers will have a powerful new tool at their disposal: a team of trained nurse navigators who use physician protocols to screen the caller and then offer an appropriate resource to meet their unique healthcare needs. This in turn reduces unnecessary ambulance dispatches and emergency room visits.

A Smarter Way to Navigate Emergency Care

“Our first responders are stretched thin responding to calls that don’t always require an ambulance or emergency room visit,” said Yakima County Commissioner Kyle Curtis. “With 911 Nurse Navigation, we’re ensuring callers get navigated to the right care option when they need it most, while allowing our EMS teams to focus on life-threatening emergencies.”

Yakima County’s Nurse Navigation screening system will carefully assess a caller’s situation and determine the most appropriate path forward such as:

- Schedule a same-day or next-day appointment at a federally qualified health center
- Connect callers to virtual care with a physician for real-time medical advice
- Direct callers to urgent care for treatment
- Arrange alternative transportation for those who need emergency care but not an ambulance

What This Means for Yakima County

- **Faster Emergency Response:** By redirecting calls that do not require an ambulance—based on established protocols—to a nurse navigator, first responders are available to reach critical emergencies faster.
- **Lower Healthcare Costs:** Reducing unnecessary ambulance trips and emergency department visits saves millions in healthcare expenses each year.

- **24/7 Access to Navigators:** Nurse Navigators are available round-the-clock, ensuring callers and emergency medical dispatchers have access to this program any time of the day or night.

“This program is a win-win for our community—reducing ER wait times, saving costs, and making sure ambulances are reserved for the most significant medical emergencies,” said Yakima County Fire Chiefs Association President Nathan Craig.

Proven Success Nationwide

Yakima County will join five other Washington counties that have incorporated similar 911 Nurse Navigation programs. From the first implementation in 2022, through today, there have been just over 30 thousand navigations statewide—saving millions of dollars by preventing unnecessary ambulance transports, avoidable emergency department visits, and other costly interventions.

Get Ready, Yakima!

The launch of 911 Nurse Navigation is just around the corner. Stay tuned for more details as we roll out this transformational emergency response solution—coming soon to Yakima County!

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About American Medical Response (AMR)

American Medical Response, Inc., America’s leading provider of emergency medical services, provides mobile healthcare in 40 states and the District of Columbia. More than 28,000 AMR paramedics, EMTs, RNs and other professionals work together to care for more than 4.8 million patients nationwide each year in critical, emergency and non-emergency situations. For more information about AMR, visit www.amr.net and follow American Medical Response on Facebook @AMR_Social on Twitter and Instagram.

AMR is part of Global Medical Response. With nearly 35,000 team members, Global Medical Response delivers compassionate, quality medical care, primarily in the areas of emergency medical services and patient relocation services in the United States and around the world. GMR was formed by combining the industry leaders in air, ground and community, industrial/specialty and wildland fire services. For additional information, visit us on LinkedIn or at www.GlobalMedicalResponse.com.