

Patient Story

Natalino's Experience with Landmark



Photo credit: Blue Cross Blue Shield of Massachusetts

For the past year, Landmark Health has been providing medical care to 82-year-old Natalino in his home. Natalino is upbeat, good-humored, and the patriarch of his large and devoted Italian family.

Struggling to Breathe

After years of smoking, Natalino suffers from end-stage chronic obstructive pulmonary disease (COPD). With his COPD worsening, Natalino was struggling to breathe. When Natalino had exacerbations of his disease, his family would bring him to the hospital.

Over time, Natalino had come to be hospitalized four or five times each year.

But his COPD exacerbations and hospitalizations were affecting Natalino's quality of life. He started to feel like he could no longer run his family.

Landmark "Pops Up"

Then, as Natalino puts it, "Landmark just popped up. They called and said they were working with my health insurance. They asked if they could come visit me in my home. I said, 'Sure.'"

Once Landmark began treating Natalino, his Landmark providers took several important steps to improve his health and quality of life. First, they optimized Natalino's pulmonary medication regime to keep his

condition controlled. They prescribed him with new medications to relieve COPD symptoms. And they provided frequent phone support and follow-up visits in his home.

Natalino says, "My Landmark doctor came to see me about every two weeks at first. Now she comes every two to three weeks. She comes whenever I want. She said, 'Just call me anytime, don't worry about it.'"

Ongoing Landmark Support

Landmark provides regular phone support to both Natalino and his caregivers.

Since Landmark began treating Natalino, he has achieved improvements in his health and quality of life.

Landmark has been able to wean Natalino off oxygen. And they have kept him at home—and out of the hospital—for the past six months.

According to Natalino, “Landmark keeps me from ending up in the hospital. They saved

me from going to the hospital probably three or four times in the past year.” Natalino adds, “Right now I’m having some trouble breathing with the weather changes. My Landmark doctor says I can treat this at home by doing some extra breathing treatments.”

Through his health ups and downs, Landmark helps ensure Natalino has the best quality of life possible. Natalino says, “I tell people, I don’t need anything else, I’ve got Landmark.”

Part of the Family

Natalino and his family have made Landmark providers feel like they are part of the family.

Natalino says, **“All I can say is Landmark is great. I tell everybody. They are just wonderful. They always do what they gotta do. There’s not much more I can say about them, they’re just good! And I don’t say that just to give Landmark a big ego. I really mean it.”**

Landmark also enjoys a collaborative relationship with Natalino’s primary care physician (PCP). Landmark communicates with Natalino’s PCP after every visit. Natalino says, “Landmark and my primary care doctor work together. Landmark updates my doctor, and I continue to go see him every three months at his office.”

So how does Natalino feel about the care he receives from Landmark? Natalino sums it up this way: “I’m an old guy, and Landmark medical care is the best I’ve ever had.”