

Care Navigator

Delivers a seamless digital front door for general practice – unifying triage, booking, messaging and video.



General practice is shifting toward digital-first access, modernised workflows and new GP contract expectations. Practices need flexible, integrated tools that streamline demand, support neighbourhood and PCN-level working, and give patients simpler, clearer routes into care. Care Navigator enables this transition by providing a smarter, more connected way for patients and practices to interact.

Streamline patient journeys

Care Navigator brings triage, online consultations, messaging, booking and video together in one simple system. Clear patient pathways help people find the right support – whether that's self-help, local services, PCN clinics or an online request – reducing unnecessary demand on the practice.

Patients can book appointments online or through secure booking links. Smart rules and optional short forms make sure they're booked into the most suitable appointment.

Communication is easy, with quick one-to-one messages for sending attachments, questionnaires or one-time replies. Practices can also send messages in bulk to whole patient groups and track how people respond. And when a remote appointment is needed, secure browser-based video calls let patients join without downloading an app.

Key benefits



Streamlines patient access with one coherent digital entry point



Reduces admin workload through automation and self-service options



Improves appointment utilisation with smart booking and tailored pathways

Email uk.info@optum.com to find out more.