



SCCC PATIENT NAVIGATOR

PATIENT NAVIGATOR PROGRAM

The Sarah Cannon Cancer Center at Centennial Medical Center is expanding its support program by providing an oncology patient navigation service. Provided at no cost to the patient as a part of their total cancer care, the oncology patient navigator assists patients in identifying and removing barriers which allow more timely access to cancer care. Coordination of cancer care can be monumental even when there are no obvious issues present: a patient has health insurance, paid medical leave, transportation to and from appointments, a strong support system, a warm (or cool) home, child care, etc. However, when a cancer patient presents with problems that may hinder or delay their care, the removal of these barriers is vital. This is where the services of an oncology patient navigator can help.

Barriers to care may be:

- Health care barriers: fragmented services, lack of coordination of available services
- Financial barriers: lack of or insufficient insurance, overwhelming amounts of paperwork, lack of financial resources
- Physical barriers: transportation issues, housing issues
- Informational/educational barriers: language barriers, healthcare literacy issues, need for understandable information on cancer care and treatment
- Social barriers: lack of social structures that allow keeping of appointments

WHAT YOU CAN EXPECT

At Sarah Cannon Cancer Center at Centennial Medical Center, the oncology patient navigator is available for your cancer patients from diagnosis throughout treatment, providing personal and reliable services to meet their changing needs. Patients are referred by physicians, staff, or the patients and families themselves, as inpatients or outpatients. The navigator performs an intake assessment noting any barriers that may hinder access to further treatment and services. Initial education is provided to the patient and family as well as the navigator contact information. The navigator will then work to connect patients with needed resources at Sarah Cannon Cancer Center as well as resources available in the community. Although patients are followed-up throughout treatment or until no further needs are identified, they are also encouraged to contact the navigator for any needs that may arise.

BENEFITS

In addition to helping patients receive needed cancer care in a timely manner there are additional benefits for the patient, physicians, medical center, and community.

These advantages include:

- Enhanced access to services,
- Improved coordination and communication of care,
- Improved sharing of resources,
- Better relationships with the community, and
- Increased patient satisfaction.



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HOW YOU CAN PARTICIPATE

The navigator is available to see patients in your clinic or at Centennial Medical Center.

You may write an order for a referral or contact Sharon Moore directly at 342-3393 (pager 929-1397) if you have an oncology patient who may benefit from these services.

 **The Sarah Cannon Cancer Center**
at Centennial Medical Center

TRISTAR HEALTH SYSTEM