

**FOX CHASE
VIRTUA HEALTH
CANCER PROGRAM**

<u>MANUAL TITLE (S)</u> Patient Care Manual		<u>INDEX NO.</u>	<u>PAGE 1 OF 1</u>
<u>MANUAL SECTION</u>	<u>MANUAL SUBJECT</u> Breast Care Navigation Services		
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POLICY:

It is the policy of Virtua Health to actively provide continuity throughout the patient experience in the cancer care system. Ensures breast health patients receive appropriate referrals in a timely manner.

PROCEDURES:

1. Provide patient information about available services, resources, and/or support groups (internal and external).
Discuss available community resources.
2. Provide appropriate resources in a timely manner to meet specific patients' needs.
3. Provide patient education and develop patient education tools.
4. Consider language, culture, and age in choosing referral options.
5. Serve as a liaison between the patient and medical staff and services.
6. Explain the referral process with patients and facilitate the patients to make an appointment if needed.
7. Form relationships with key customers. Give contact information (business cards, etc.) to staff.
8. Schedule treatment planning conference; document and carry out physician recommendations.
9. Attend breast care conferences; document appropriately and carry out physician recommendations.
10. After review of correspondence from physicians, document in data base and shred hard copies.
11. Document interventions in database.
12. Patient Advocate – Guide patients through and around barriers in the healthcare system.
13. Once a patient is in the navigator system it is the navigator's responsibility to monitor that patient.

<u>APPROVED BY</u>	<u>DATE</u>
<u>SOURCE</u>	<u>REVIEW INTERVAL</u>
<u>DISTRIBUTION</u> Patient Care Manual	<u>KEY WORD(S) (OPTIONAL)</u> Navigation, Navigator