

Tasks of a Navigator	Questions for Your Navigator
Orients patients to the care system	<ul style="list-style-type: none"> • Who do I need to see for care now? • Where do I go for my care? • What type of doctors will I be seeing in the system? • Can I stay in my community for care? • What are the contact numbers for my healthcare team? • Who do I call in the evenings and on weekends? • Can I ask my questions to the healthcare team electronically?
Provide education on your cancer diagnosis	<ul style="list-style-type: none"> • What can I expect at the surgeon/medical oncologist/radiation oncologist visit? • What treatment has my doctor recommended? • What is the survivorship clinic or THRIVE program? • What did the doctor mean by palliative care?
Provide emotional support for patients	<ul style="list-style-type: none"> • Who can talk to my spouse/partner? • What do I tell my children? • How can I tell my parents? • Is there someone to discuss financial concerns? • Will I be able to work? • Is there a support group? • I do not feel comfortable in groups. Is there someone I can talk with? • I cannot grasp all that is happening to me; who can I talk with?
Assist patients with logistics, such as transportation, cost	<ul style="list-style-type: none"> • Is there transportation assistance? • I live far away. Is there an affordable place to stay? • What are the directions to the appointment/test? • Is there an interpreter available for me/my family? • Can you help me with copays? • I am overwhelmed with these insurance forms; can you help? • Who can say with my elderly parents while I get care? • Who do I see about my short-term or long-term disability forms? • Is there child care available? • Can someone help me with a living will?
Advocate for the patient	<ul style="list-style-type: none"> • I feel dissatisfied with my care; how can you help me? • I did not have a good experience with a healthcare team member; can you help me? • I did not feel comfortable asking questions; what did my doctor mean? • Can you review my care plan with me? • My appointments conflict with my work schedule; can you help? • I am frustrated with this bill, because another one came from the same visit. Are they all bills? • Why do I have to wait so long for an appointment?
Utilize community resources	<ul style="list-style-type: none"> • Is there free legal aid available? • Is there an agency to help with my medications? • Can I get financial help in my community? • Are there people/groups that can help with transportation? • Can someone clean my house? • Are there other survivors I can talk with?