



West Jefferson Medical Center Oncology

Patient Navigation Program

How The Patient Navigator Can Help



Through one-on-one contact, the patient navigator can work with patients to help them solve problems and overcome barriers that might keep them from getting the care they need.

A navigator:

- Knows the health care system and the community of patients served
- Works to communicate with the patient and the patient's caregiver(s)
- Anticipates and addresses obstacles
- Works to clear the path from timely diagnosis and treatment through resolution

Patient navigators can:

- Help "navigate" patients through the healthcare system
- Direct patients to health care services for timely diagnosis and treatment
- Help patients keep track of and get to appointments
- Help patients facilitate and streamline communication with their providers
- Help patients complete insurance paperwork in a timely manner
- Connect patients with community resources, support and health care education

How The Patient Navigation Can Help Your Patients

The Cancer Center at West Jefferson Medical Center is pleased to announce the expansion of our support program in cancer care with the launch of a patient navigation service. This program will help eliminate or reduce barriers to cancer care. It will help patients "navigate" through the health care system. Too often patients are lost in the system after screening because of:

- Missed appointments
- Financial problems
- Other barriers to timely and appropriate care

Patients with suspicious findings should receive a timely resolution to those findings by further diagnosis and treatment. This will result in:

- Better outcomes
- Improved patient satisfaction
- Enhanced relationships within the community

The value of the program for health care professionals come from:

- Better patient preparedness
- Improved collaboration among health professionals
- More efficient use of clinical involvement with patients
- Identification of service gaps



Where Can I Find Out More About This Program?

Lori Dean, RN, BSN, OCN

Oncology Nurse Navigator

504.349.2139

Other Program Services Available

Nutritional Support

Alison Eldredge, RD, LDN

Registered Dietitian and Nutritionist

504.349.1311

Social Worker

Mary Cosper, MPH, LCSW

Oncology Social Worker

504.349.6763

Financial Coordinator

Stacie Boudreaux

PAS Infusion Suite Coordinator/Financial Counselor

504.349.1317

Chaplain

Barbara Duke, B.C.C.

Spiritual Care

504.349.6889

Cancer Center at West Jefferson Medical Center

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