

NAVIGATOR RESPONSIBILITIES AND JOB FUNCTIONS

Navigation services help patients access the full continuum of cancer care from screening to detection, diagnosis, treatment, and beyond. There is no one-size-fits-all template for these programs. Rather, these services can be designed to meet with your program's specific resources, community needs, and strategic objectives. As you develop your own patient navigation program, consider the following patient navigator responsibilities and job functions.

Will my navigator:

Patient Responsibilities

- Assist with paperwork needed to access healthcare system for care?
- Act as the single point of contact for cancer patients and families?
- Assess clinical, emotional, spiritual, psychosocial, financial, and other patient needs?
- Schedule tests, procedures, appointments, and treatments?
- Help develop a treatment plan that is understandable and feasible to the patient?
- Accompany patients to initial appointments during diagnosis and treatment planning period?
- Educate/reinforce education with patients and families on disease, treatments, side effects, adverse reactions, and reportable signs/symptoms based on multidisciplinary care plan?
- Assist patients to overcome barriers to care, e.g., transportation, childcare, financial counseling
- Link patients and all other care providers—both inside and outside your healthcare system?
- Refer patients to supportive care services, including dietitians, social workers, and financial counselors?
- Help eligible patients access appropriate clinical trials?
- Educate patients about appropriate new technologies?
- Direct patients and families to available community resources and supportive services?
- Coordinate in discharge planning with the patient's family, social workers, home nursing staff, oncologists, and personal physicians?
- Work with patients and family members to ensure discharge instructions are understood and followed?
- Encourage patients to keep and update their own medical records?

Professional and Staff Responsibilities

- Coordinate and/or participate in multidisciplinary consultations and/or tumor conference?
- Document recommendations made at multidisciplinary consultations and/or tumor conferences?
- Participate in cancer disease planning and help ensure compliance with safety issues?
- Develop and/or coordinate development of patient education materials, clinical pathways, and quality studies?
- Help develop understandable standing order forms?
- Work across healthcare disciplines to ensure timely appointments, results reporting, and communication on patient care and follow up?
- Promote community education and increase prevention awareness and early-detection screening programs?
- Work with community-based agencies to identify service gaps?
- Monitor and report on outcomes measures?
- Identify barriers or possible barriers to care?
- Coordinates quality assessment and process improvement initiatives related to ensuring patient access to care?
- Reach out to underserved or rural populations?