

Patient Navigators

Information for Doctors, Psychologists, and all other health care providers and mental health professionals. Learn about the role of a Patient Navigator, the referral process and the expected outcomes

Patient Navigators work with Indigenous, Metis and Inuit people of Alberta.



Who are Patient Navigators?

- AIVCC Patient Navigator will provide compassionate support of Indigenous, Metis and Inuit patients across Alberta. Patient Navigators will work alongside healthcare providers, traditional healers, families, and other stakeholders to ensure a culturally safe patient care experience.
- Registered Social Workers that are experienced in resources and the supports in the province of Alberta.
- Supportive staff that will navigate each patient with understanding and respect.
- Navigators will help patients overcome barriers that deal with many issues such as housing, employment, governments programs and services, healthcare and more.

What can Patient Navigators Do?

- Patient Advocacy- when needed.
- Work with patients that have been referred by a physician or psychologist.
- Connect with patients by phone, email and virtual video i.e. zoom, Microsoft Teams.
- Setup goals with the patient based on the referral tasks. Help with completing application forms to ensure services for patients have been applied for
- Contact other doctors, therapists, treatment centers, education sites, government programs, to help eliminate the barrier that may be in place for the patient.

When is a referral needed?



- an act of referring someone or something for consultation, review, or further action.
- An medical doctor or psychologist can make a referral they can evaluate your concern for the purpose of the referral.
- Patient Navigators will take the referral and discuss with the patient to take further steps on a plan of action of what resources are fit.

Why do Patients need a PN?

- Patient Navigators will help you find the resources that you need.
- PNs do not make phone calls to make Pt appointments such as new family doctor or dental.
- PN will advocate on your part if needed.
- There is a high importance of the patient to make sure communication is open and consistent to insure the best patient physical and mental health.
- Having a PN also helps the Patient to learn to advocate for themselves and accomplish finding the resources when they have the need to do so.

Where can you access a Patient Navigator?

- Doctors/or Psychologists can complete the referral form through the EMR and send to the Patient Navigators.
- Please provide the tasks you would like the Navigators to work with within the referral form provided.
- A navigator will then accept the referral and begin working with the patient. They will make initial contact by phone and complete the intake application form.
- A regular log of all contact is kept within the EMR. The Navigators will attempt to contact the patient when the referral is given. However if they are unable to contact the patient after 3 attempts the file will go to closure and new referral will need to be done again.

Patient Navigators



Alberta Indigenous Virtual Care Clinic Patient Navigators are Jennifer Paul and Tina Ward.

As Patient Navigators we work collaboratively, split the referrals and support one another.

We report to the AIVCC Manager Michelle Hoerber

Updated Resource List will be available.

If you have any questions please feel free to contact the AIVCC manager or Patient Navigators.

Questions

Thank you for your time!!!