

SYLVESTER'S NURSE NAVIGATION PROGRAM

What is a Nurse Navigator?

The Academy of Oncology Nurse & Patient Navigators states that a nurse/patient navigator is a medical professional who has the clinical expertise and training to help patients and their caregivers make informed decisions. The Nurse Navigator works with a variety of healthcare providers to allow for timely cancer screening, diagnosis, treatment, and increased supportive care across the cancer continuum.

How can a Nurse Navigator help?

- Asks you about your medical history to better understand what healthcare providers should be involved in your care.
- Requests your outside medical records, including pathology slides, for your care team to review.
- Identifies any barriers to accessing care.
- Collaborates and advocates on your behalf with your care team in coordinating your visits.
- Explores clinical trial options and connects you with information on the latest research.
- Answers any clinical questions you may have prior to your first visit.
- Connects you with additional support services offered by the cancer center.
- Links you with local and national resources, including advocacy groups, that can support you through a cancer diagnosis.
- Discusses your wishes and finds solutions that are appropriate to your diagnosis.

What cancer support services does Sylvester Comprehensive Cancer Center offer?

- Social workers
- Dietitians
- Pastoral care
- Rehabilitation medicine
- Exercise physiology
- Genetic counseling
- Physical therapy
- Palliative care
- Fertility specialists
- Smoking cessation programs
- Adolescent Young Adult Program (AYA)
- Survivorship services/programs
- Other services offered: art therapy, music therapy, massage, acupuncture, wig program, and yoga

How can you connect with a Nurse Navigator?

- Once your new patient appointment is made, a Nurse Navigator will call you.
- You can connect with a Nurse Navigator via a telehealth visit. Call (305) 243-5302 for more information.

TIPS FOR YOUR FIRST VISIT AND BEYOND

Navigating Your First Visit

- You will receive a text message or phone call to confirm your visit.
- If you have more than one appointment, review your schedule to be sure of location and details.
- Make sure you can access your patient portal.
 - For any technical support, you can also call 1-877-448-1773 for help.
- Confirm if your visit will be in-person or telemedicine.

Telemedicine visit

Before the visit, make sure you have the appropriate technology:

- Desktop computer or laptop: Webcam, speakers, and microphone are needed.
- You can also use a mobile device (phone or tablet).
- A quiet, private location to have an open discussion.

In-person visit

Contact your navigator before your visit to make sure you have the right address and location where you will be seen.

Registration

- Please make sure you bring a current government issued photo ID and insurance card.
- Become familiar with your insurance policy prior to your visit.
- Check in online using MyChart (please add a link) before your visit. Providing information in advance can help facilitate your visit.

At the Visit

- At the beginning of your visit, a nurse will ask and confirm your health information.
- Your provider will review your medical information and give you a plan of care. You will be able to ask any questions you have.
- During check-out you will be given a follow-up appointment(s) directed by your physician and care team.
- Make sure you get your cancer team's contact information for follow-up.

After the Visit

- Review our Cancer Support Services. Call (305) 243-4129 if you are interested in signing up.
- Contact your cancer team with any questions that you did not remember to ask or if you need clarification on what was discussed at your visit.
- You may receive some surveys before your next visit. It is important that you fill these out to make your symptoms and needs are being addressed. One of the surveys that will help connect you to resources is the My Wellness Check.
- Check MyChart regularly to make sure you are up to date with your appointments. You can also send messages and email in MyChart to your care team.

Dear Patient and Caregiver,

We understand that it can be hard to navigate the healthcare system after you receive a new cancer diagnosis. You don't have to do it alone. Sylvester Comprehensive Cancer Center Nurse Navigators are here to help you access timely, expert cancer care.

A Nurse Navigator is a healthcare professional with oncology expertise who works alongside your cancer care team and can help and support you during this time.

Please see the flyer detailing our services and how we can assist you better.

For your upcoming appointment, you will speak to one of our navigation team members who will ask about your health history and other important information needed before your first visit with your cancer team.

During your call or telehealth visit with a nurse navigator, the below will be discussed:

- Facility where your cancer diagnosis was made
- Consents needed to be able to request your medical records
- Request for your pathology slides
- Other questions or needs you may have

We encourage you to involve family or caregivers in these conversations.

Please feel free to contact us at: oncologynurse@miami.edu if you need any help.

Sincerely,

The Sylvester Nurse Navigation Team