

## How You Can Participate

If you have a patient who would benefit from navigation services, you can make a formal referral by sending the patient to the Patient Navigation Office, located at Casa Esperanza, or by contacting **Stacie Soto or Cathy Moore** at **505-277-9882**.

It is recommended that all patients with a cancer diagnosis be referred to a patient navigator. This service will help patients by eliminating any barriers to quality standard care.



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## Why Patient Navigation is Important

*The Patient Navigation and Survivor Services Program (PNP)*, located at Casa Esperanza, is the only full-service hospitality house in New Mexico that serves pediatric and adult cancer patients and families. The program strives to help reduce or eliminate barriers to cancer care. It helps 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

All patients with a cancer diagnosis should consider participating in the program. This will result in:

- Better outcomes and quality of survivorship
- Improved patient satisfaction
- Enhanced relationships within the community

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

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



# Patient Navigation in Cancer Care

Guiding patients to quality outcomes™

## Patient Navigation Services

Through patient navigation, a trained person, called a patient navigator, actively guides patients through the health care system. The navigator makes sure patients obtain needed resources and support. The navigator can effectively help patients anticipate and avoid obstacles to care, such as:

- **Health care barriers:** fragmented services, lack of coordination of available services
- **Financial barriers:** lack of or insufficient insurance, overwhelming amounts of paperwork, undocumented status and lack of citizenship, lack of financial resources
- **Physical barriers:** lives excessive distances from services, lack of car or access to public transportation
- **Informational/educational barriers:** primary language is not English, inadequate health literacy, need for information about cancer care
- **Social barriers:** appointments not kept because of need for child or elder care, fear of side effects of therapy



## How the Patient Navigator Can Help

Through one-on-one contact, the patient navigator works 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

### Patient navigators can:

- Help “navigate” patients through the health care system
- Direct patients to health care services
- 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
- Get financial help for patients without insurance
- Connect patients with community resources, support, and health care education