



Kilimanjaro Christian Medical Centre

Patient Navigator Job Description

POSITION TITLE: Patient Navigator

REPORTS TO: Head Nurse and HOD

WORKS IN COLLABORATION WITH: All staff of the KCMC Cancer Care Centre

BASIC FUNCTION

The Patient Navigator works in a dynamic health care environment within one or more departments providing one-on-one assistance to patients, navigating them through the health care system to ensure timely screening, diagnosis, treatment and/or post-treatment cancer care and supportive services. S/he works with other health care professionals to provide the best possible care for the patients. S/he uses knowledge of one's role and the roles of other health care professionals to appropriately assess and address the needs of patients and families, and to properly refer them as needed. S/he is expected to identify areas of improvement and provide feedback to improve the navigator role and patient care.

CHARACTERISTIC DUTIES

- **Assist patients in navigating through the Cancer Care Centre and other departments, as needed, to ensure timely diagnosis, treatment, and supportive services.**
 - Assist patients who are new to the CCC with consultations, and navigation throughout the CCC and other areas of the hospital
 - Assist and counsel new patients during their first initial visits to the clinic
 - Assist patients in navigating through other areas of the hospital (lab, ward, etc.)
 - Refer patients who need financial assistance to the Social Worker
 - Refer patients who have other needs to the appropriate person (psychologist, palliative care team, etc.)

- **Assess barriers to care and identify appropriate resources for patients**
 - Meet with new patients and assess barriers, and refer as needed
 - Be aware of available resources at the CCC and refer to appropriate people (financial assistance, peds transport assistance, etc.)
- **Educate patients and relatives/caregivers on the multi-disciplinary nature of the Cancer Care Center, the roles of the various staff, what to expect when coming to the CCC and provide additional education/counseling as needed**
 - Provide additional diagnosis, treatment and supportive education/counseling to new patients and caregivers and be available for questions or needs from all existing patients
 - Be an advocate for the patient within the CCC and other areas of the hospital. Encourage the patient to have open communication with the staff.
 - Educate on the role of each team member and expectations when coming for clinic and infusion appointments
 - Promote new patient education classes, held the first Monday of every month and any other education that is offered at the CCC
- **Follow up with patients to support adherence to agreed-upon treatment plan**
 - Make phone calls to those who have been lost to follow-up, including both adult and pediatric patients
 - Participate in the weekly calls with the Pediatric Resident, and assist with contacting lost to follow-up patients
 - Check in with the clinic and infusion nurse on a daily basis to get a list of patients who missed clinic and infusion appointments, and make follow-up phone calls
 - Document all outreach done, and maintain database of information collected
 - Be responsible for the CCC phone 24hrs/day, 7 days a week
 - Communicate follow-up findings to the doctors on a monthly basis
- **Contribute to patient navigation role development, implementation and evaluation**
 - Provide ongoing feedback to the Head Nurse and HOD regarding any challenges with the role
 - Contribute ideas for role development

The Patient Navigator agrees to the following job expectations, and in turn, will need to support of the CCC in the following ways:

- Monthly Allowance
- A reliable phone and phone vouchers every month
- Allocated time to perform in this role, and be supported by the nursing staff and HOD
- Possible funds for stationary needs: printing out patient education brochures, handouts, etc.

Daily duties of Patient Navigator:

- 1) Discuss with clinic nurse which patients are new to the clinic/are here for their first visit
- 2) Discuss with Clinic nurse which patients may need assistance with navigating other areas of the hospital
- 3) Sit in on Doctor visits with new patients to hear about diagnosis/counseling session
- 4) Provide extra counseling and education to newly diagnosed patients
- 5) Work in collaboration with the social worker regarding how to refer patients who need her assistance
- 6) Get list of patients who missed Clinic or infusion appointments - also check in with peds resident about peds who missed appts.
- 7) Make phone calls to all those who missed appts.
- 8) Reschedule them for appts and find out why they missed and how we can help
- 9) Document all findings
- 10) Be available to answer phone calls from patients 7days/week
- 11) Check in with Evaline regarding patients who were transported to Dar, and check in whether they made it
- 12) Meet with doctors on a monthly basis to discuss follow-up patients