

## What Supports does a Patient Navigator Provide?

### Support and Advocacy

Advocate for patients' needs within the healthcare system, help overcome barriers to care. Supports such as financial, transportation, housing, medical and supportive services.

### Resource Referral

Connect patients with local community resources and services that provide support groups, counseling and financial services.

### Cultural Support

Supporting patients in reconnecting to their culture and community events. Patient Navigators also facilitate connecting with Metis, First Nation and Inuit Elders

### Empowerment and Empathy

Empower patients to make informed decisions, provide emotional support and empathy to patients and families.

## How Can I Connect with a Patient Navigator?

Call our toll-free number to book an appointment with one of our Primary Care Physicians. They can create a referral for the Patient Navigator.

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**1.888.342.4822**

For more information found in this brochure, please contact our clinic and make an appointment with one of our doctors or visit our website for more resources:

[www.aivcc.ca](http://www.aivcc.ca)



All visits are 100% covered by Alberta Health

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**OPEN 7 DAYS A WEEK**  
**1.888.342.4822**  
AIVCC.ca

**Patient Navigators**  
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## What are Patient Navigators and what can they do for you?

A Patient Navigator is a healthcare professional who assists patients in navigating the healthcare system.

## What Is the process for accessing a Patient Navigator Referral?

- 1 Call our toll-free number to book an appointment with one of our Primary Care Physicians They can create a referral to one of the Patient Navigators.
- 2 The Patient Navigator will reach out to you by phone or video. During your first appointment:
  - a) You will discuss what barriers you are experiencing and how the Patient Navigator can support you.
  - b) You will set goals to accomplish together with the Patient Navigator.
- 3 Once all tasks of the referral are complete, the Patient Navigator will close your referral.
- 4 If future supports are required, you will go back to step 1.



Our role is to provide guidance, support, and advocacy to patients as they move through various stages of their healthcare journey

