



Patient Navigator – Scope of Practice

1. Serve as the voice of the patient within health care and transitional settings.
2. Facilitate communications between the patient and caregiver/family and health care providers.
3. Ensure cultural sensitivity toward a patient's origin, gender identity, race or ethnic identity, socioeconomic status, and religion.
4. Arrange interpretive language services when needed.
5. Address patient and caregiver/family health care concerns.
6. Organize and manage patient schedules and facilitate timely services.
7. Help patient and caregiver/family understand health condition diagnoses, needs, treatments, and social/emotional impacts.
8. Educate patients on their rights and assist them in participating in care decisions.
9. Recognize and report issues that arise during treatment that may impact outcomes.
10. Help patients understand costs, deal with insurance challenges, and access available financial assistance for their care.
11. Collect data on patient/caregiver experiences and outcomes.
12. Work effectively with health care facilities and community resources to improve patient care.
13. Ensure continuation of care and links to community resources.
14. Arrange transportation to post-release health care appointments.
15. Help establish access to needed prescription and assistive devices.
16. Function well with health care teams and other medical providers.