

## Breast Center Nurse Navigator Information Brochure

### Q: What is a Nurse Navigator?

A: A **Nurse Navigator** is a patient educator and advocate, care coordinator, and system navigator aligned with the Providence mission and core values to improve the cancer experience for each patient. This person develops a support system for the patient and his/her family at a critical time — from diagnosis, through treatment — and serves as a "guide" throughout their care.

### Q: What is the Nurse Navigator's role?

A: The RN works with the referring physician, radiologists, pathologists, surgeons, medical oncologists, radiation oncologists and other specialists and acts as a liaison, educator and facilitator when meeting new patients diagnosed with breast cancer.

### Q: How can the Nurse Navigator assist my patients?

A: The RN Navigator can steer patients through the diagnostic evaluation process. She will educate and support each patient empowering them to make informed treatment decisions. She will remain as a support system throughout the patient's cancer treatment.

### Q: How does the Providence Little Company of Mary Nurse Navigator refer my patients?

A: It is not the role of the RN Navigator to refer your patient to any physician. They rely on you and your preferences to guide the patient and facilitate the appointment to whomever you chose for your patient.

### Q: Why does the Breast Cancer Coordinator need to contact the referring physician office?

A: It is our current practice to call the referring physician to inform them their patient has a positive diagnosis. The phone call is twofold; one to inform you and seek your referral preferences to a surgeon and medical oncologist and the other reason is to assist your staff in obtaining the correct insurance authorization for the next procedure.

### Q: What procedure might that be?

A: The surgeons generally request a bilateral MRI of the breasts be done prior to presentation at Breast Conference.

### Q: Why is it necessary for the referring physician or their staff to get in touch with the RN Navigator?

A: We schedule patients who have had a biopsy for a 5-day post wound check with our Nurse Navigator. This 5-day window allows time to obtain the pathology results and to contact you, the referring physician. It is our hope that we are able to assist the patient with education and further information at the time of the wound check appointment.

### Q: What if I want to discuss the diagnosis with my own patient and not use your Nurse Navigator?

A: We support your desire to inform your patients of this difficult diagnosis. However, we may still be able to assist you and your office with the navigation process afterwards. You need only call us or inform us of your preference at the time of our phone call to you.

### Q: Why might our assistance with Navigation be helpful to me?

A: Our Breast Cancer Coordinator and our Nurse Navigator can take some of the workload from your office staff to set up appointments and make phone calls. We often times have appointment blocks at surgeons', medical oncologists' and radiation oncologists' offices.

### Q: What other means of support can my patients receive?

A: Our Breast Center offers a Survivorship group every Tuesday from 10:00am – 11:30am in our Conference room. The group is facilitated by a Licensed Therapist from The Wellness Community. In addition, all women diagnosed with cancer are welcome regardless of diagnosis.

### Q: Should the referring physician attend the Breast Conference when my patient is presented?

A: YES! We appreciate the referring physician's attendance at Breast Conference but it is not mandatory. Our Breast Conference is held every Wednesday morning at 7:15am in the Providence Center for Health Education (CHE). Breakfast is served. The conference is attended by the Radiologists, Pathologists, Medical Oncologists, Surgeons, Radiation Oncologists, Nurse Navigator, Nurses, Cancer coordinator, other physicians as well as an array of ancillary staff members. This is a prospective case conference where you have a multidisciplinary team approach to coordination of the best treatment options.

**Q: Will the Nurse Navigator give my patient access to information?**

A: Yes, the nurse navigator provides a book on breast cancer at the time of their first meeting. This is funded through donations to our Foundation to assist Breast Cancer patients.

**Q: How else may my patient benefit from using the Nurse Navigator?**

A: We believe patients supported by a Nurse Navigator have a higher patient satisfaction rate upon survey. The patients move more quickly through the medical process when assisted through a coordinated effort.

**Q: Why is the Nurse Navigator position important to Providence Breast Center?**

A: The Nurse Navigation Program provides education and emotional support for patients, as well as their family members, serving as a liaison between the patient and their treatment providers. With guidance and assistance from the Nurse Navigator, patients can rely on the timely delivery of diagnostic, treatment, and follow-up services, which are key components of successful recovery.

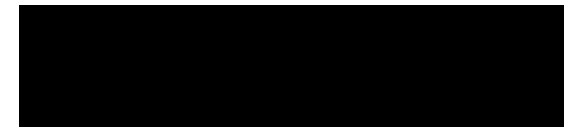
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# **Providence Little Company of Mary Women's Imaging Center**



**Nurse Navigator  
Information Brochure**

**Common Questions  
and Answers to help  
the referring physicians  
and their office staff  
understand our  
Nurse Navigator  
and how she  
may help you.**