

## THE 6 TYPES OF QUESTIONS YOUR NAVIGATOR CAN ANSWER

Navigators are valuable members of your healthcare team who can guide you during your cancer journey. Navigators are knowledgeable about cancer care and the healthcare system, and they are focused on your personal, individual care. Below is a list of 6 types of tasks that navigators perform, and the questions and concerns that you may want to share with them early and often throughout your survivorship.

Task of a Navigator	Questions for Your Navigator
<b>Orient patients to the care system</b>	<ul style="list-style-type: none"> <li>Who do I need to see for care now?</li> <li>Where do I go for care?</li> <li>What type of doctors will I be seeing in the system?</li> <li>Can I stay in my community for care?</li> <li>Who is the expert in this field?</li> <li>What are the contact numbers for my healthcare team?</li> <li>Who do I call in the evenings and on weekends?</li> <li>Can I ask my questions to the healthcare team electronically?</li> </ul>
<b>Provide education on your cancer diagnosis</b>	<ul style="list-style-type: none"> <li>What type of cancer do I have?</li> <li>Are there different types of my cancer?</li> <li>What are good Internet resources?</li> <li>What tests/scans will be performed?</li> <li>What is the treatment for my cancer (surgery, radiation therapy, chemotherapy, immunotherapy, other)?</li> <li>What can I expect after surgery?</li> <li>What can I expect after my first chemotherapy treatment?</li> <li>What is radiation like?</li> <li>What can I expect at the surgeon/medical oncologist/radiation visit?</li> <li>Why am I being sent to a high-risk clinic?</li> <li>What is a survivorship care plan?</li> <li>What did the doctor mean by palliative care?</li> </ul>
<b>Provide emotional support for patients</b>	<ul style="list-style-type: none"> <li>Who can talk to my spouse/partner?</li> <li>What do I tell my children?</li> <li>How can I tell my parents?</li> <li>Is there someone to discuss financial concerns?</li> <li>Will I be able to work?</li> <li>Is there a support group?</li> <li>I do not feel comfortable in groups. Is there someone I can talk with?</li> <li>I cannot grasp all that is happening to me; who can I talk with?</li> </ul>
<b>Assist patients with logistics, such as transportation, costs</b>	<ul style="list-style-type: none"> <li>Is there transportation assistance?</li> <li>I live far away. Is there an affordable place to stay?</li> <li>What are the directions to the appointment/test?</li> <li>Is there an interpreter available for me/my family?</li> <li>Can you help me with the copays?</li> <li>I am overwhelmed with these insurance forms; can you help?</li> <li>Who can stay with my elderly parents while I get care?</li> <li>Who do I see about my short-term or long-term disability forms?</li> <li>Is there child care available?</li> <li>Can someone help me with a living will?</li> </ul>
<b>Advocate for the patient</b>	<ul style="list-style-type: none"> <li>I feel dissatisfied with my care; can you help me?</li> <li>I did not have a good experience with a healthcare team member; can you help me?</li> <li>I did not feel comfortable asking questions; what did the doctor mean?</li> <li>Can you review my care plan with me?</li> <li>My appointments conflict with my work schedule; can you help?</li> <li>I am frustrated with this bill, because another one came from the same visit. Are they all bills?</li> <li>Why do I have to wait so long for an appointment?</li> </ul>
<b>Utilize community resources</b>	<ul style="list-style-type: none"> <li>Is there free legal aid available?</li> <li>Is there an agency to help with medications?</li> <li>Can I get financial help in my community?</li> <li>Are there people/groups that can help with transportation?</li> <li>Can someone clean my house?</li> <li>Are there other survivors I can talk with?</li> </ul>