PATIENT CENTER CARE COORDINATION TEAM

Nurse Navigator

- Ensure all documents (i.e. outside records, slides, and images) are ready for NPV
- Educate Patient on hospital contact information, next steps and expectations including NPV Packets/folders
- Identify and resolve barriers to care (serves as a resource to patients)
- Tumor Board preparation
- Patient Care Coordination and follow through to ensure expectations are met
- Identifies, Facilitates and organizes all pertinent studies, tests, and treatments for NPV
- Communicates with patient, family, and medical team to coordinate patient health care management as directed by physician

Primary Nurse

- Clinic Prep
- Medication refills
- Symptom management
- Assist on procedures
- D/C calls for new patients
- Patient education
  - Pre-op teaching
  - Post-op care
- Identify additional necessary patient testing
- Coordinate ancillary care (i.e. ensure orders and results are ready as needed)
- Maintain NPV and Pre/Post Op Educational Packets/folders
- Prepare forms
  - UPAC
  - Consents
- Provide documentation for medical leave etc.

Clinic Nurse

- Facilitate clinic workflow
- Take patient vital signs
- Perform outpatient screening
- Room setup
- Assist on procedures
- D/C calls for F/U patient visits
- Obtain medication authorizations for "same day" admin

Secretary/Surgical Coordinator

- Schedule pre-op (UPAC) and surgery dates
- Obtain surgery authorization
- Schedule additional necessary patient testing
- Responsible for any changes with F/U appointments

Clinic Checkout

- Print AVS-ensure proper documentation (appointments and contact phone numbers for ancillary services) Schedule necessary imaging or F/U appointments

Patient

Shared (Visit Navigation & Primary Nurse)

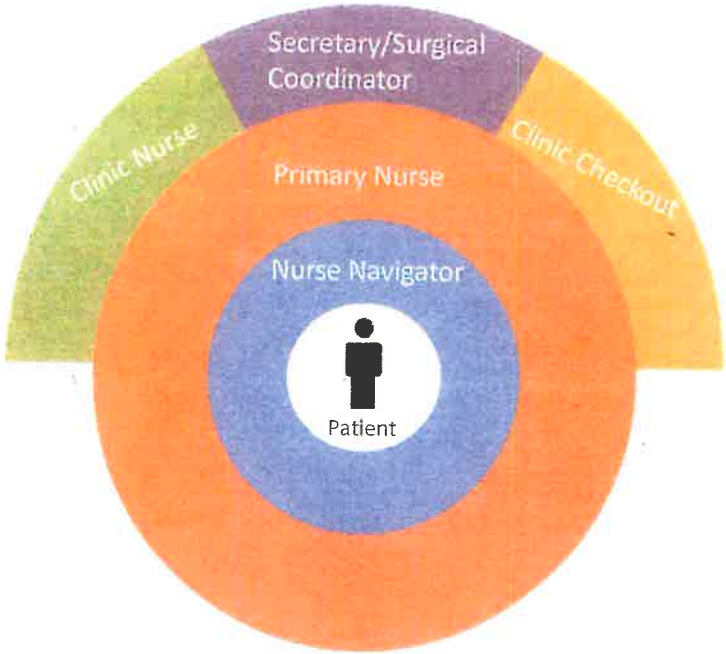
- Patient Education

Shared (Primary Nurse & Clinic Nurse)

- Assist on procedures
- D/C Phone Calls

Shared (Visit Navigation, Primary Nurse & Secretary/Surgical Coordinator)

- Ensure Patient is prepared for all follow up appointments
- Answer phone calls


Secretary/Surgical Coordinator
Clinic Nurse
Clinic Checkout
Primary Nurse
Nurse Navigator
Patient