

PATIENT NAVIGATOR TRAINING

FAQ'S

Before the Appointment

How far in advance should I contact the client?

Three days in advance of the appointment.

What is the cancellation policy?

If the appointment is more than 48 hours in the future: The Patient Navigator logs into Ride Scheduler and unaccepts the escorted visit as soon as possible. The navigator then calls the main office at 508-875-3100 ext. 110 and either speaks directly to a member of the Patient Navigator team or leaves a voicemail message.

If the appointment is in less than 48 hours: The Patient Navigator should call the main office number 508-875-3100 and explain the situation to the receptionist. If it is outside of business hours, the Patient Navigator should follow the instructions in the message to reach the on-call line.

If the Patient Navigator has a last minute emergency, the volunteer should call both the client and the main office number and explain the situation.

What are the links to Forms A and C?

[Click here to view the webpage](#)

Should I give my cell phone number to the client?

*Patient Navigators should block their personal phone # by dialing *67 before calling a client. If clients need to modify or communicate with the volunteer before the agreed upon meeting time, the client should call the patient navigator line, X110. Both volunteers and clients should call the JFS office directly regarding all changes in appointments and future requests.*

How do I get additional copies of Form D?

Form D's are available at the JFS office and can be either picked up or mailed to the PN upon request.

During the Appointment

Which forms do I take to the appointment?

The pre-appointment form A that was filled in when you called the client, Form C, the Authorization for Accompaniment, and Form D, the Medical Appointment Notes.

What are the JFS contact phone numbers if I need to reach someone?

The phone number is: 508-875-3100 x110. For urgent or time sensitive matters, use this number and press 0 for the receptionist. In case of emergency, 508-740-7132.

What is the protocol for paying parking fees? If this is reimbursable, what is the process?

Clients are expected to pay for parking, but if this is not possible, the PN should indicate the amount on the Form D to request reimbursement.

What should I do if the client needs additional tests/procedures that day and I have to leave?

The PN should call the JFS office (508-875-3100 x110) and speak with a PN staff member (press "0" and ask to speak with a social worker if there is no answer) to review possible options for the client, which may include arranging a taxi home, calling the emergency contact or enlisting a PN staff member to meet the client and drive him/her home.

After the Appointment

Where should I fill out Form D?

Form D should be filled out at the end of the appointment, in the waiting room, in the car prior to taking client home, or any other private area available. It is important to review the notes with the client and give the white copy to the client.

What should I do if I think that client needs additional services?

The PN should indicate this need on the Feedback Form and/or the PN should call the office.

What should I do if I have any concerns about the client and/or the appointment?

The PN should contact JFS Patient Navigator staff directly about any concerns.

What are the options for submitting Forms A and D?

The forms can be either mailed, faxed, or dropped off at the JFS office. Self-addressed stamped envelopes are available to the PN upon request.

What should I do if the client asks me to pick up prescriptions?

While it is not expected that the PN pick-up new prescriptions from the appointment, if the PN is able to do so, please do, particularly if it is a medication that the client is supposed to start taking either later that day or the following morning.