



JFS Patient Navigator Program
Pre-Appointment Form

****** Refer to your driver confirmation or print the email and attach it.**
Call client 3 days prior to the appointment using *67 when calling.

Your Name: _____

Client Preferred Name: _____

Client Name on Medical Record (if different): _____

Phone Number: _____ Address: _____

Pick Up Time & Location _____

Will you be bringing anyone else? No Yes If yes, who _____

Does the client have a handicap parking tag? No Yes (If yes, remind client to bring the placard)

Medical Appointment

Date of visit: _____ Time of visit: _____

Provider's name: _____ Office phone #: _____

Office address: _____

How long does client anticipate this visit lasting? _____

-
1. Type of visit: Routine check-up New problem Follow-up
 Procedure New office visit Other: _____

**If the client has a new office visit, please allow at least an extra 15 minutes for completion of paperwork from the doctor's office.*

2. What are the reasons for this appointment?

3. How would you describe your relationship with this doctor?

4. Do you have any anxiety or concerns about seeing this practitioner?

5. What symptoms, if any, are you having that you want your doctor to know about?

6. Are there any changes in your life you want the doctor to be aware of?

7. What questions about your health, symptoms, or treatment do you have for the doctor?

a) _____

b) _____

c) _____

8. Is there any specific help that you would like from me, your Patient Navigator, during this visit?

9. Have you been instructed to bring any particular equipment or records with you (e.g., glucometer, home blood pressure readings, etc.)? No Yes

If yes, what? _____

Notes: _____

Call again one day prior to the appointment. Remind client to bring:

- Handicapped parking placard
- Insurance card
- List of medications & providers (Refer to JFS client packet)
- Glasses and/or hearing aids, if necessary
- Calendar to schedule follow-up appointments
- Bottle of water and snack
- Money for co-pay and parking
- House keys

Length of Phone Call _____ Date: _____



JFS PATIENT NAVIGATORS

A Trusted Guide at Medical Appointments

CALL: 508-875-3100

Do you know an older adult who needs help at medical appointments?

JFS Patient Navigators accompany older adults to medical appointments and provide guidance and support so they can get the information and care that they need.

This service is offered FREE OF CHARGE to eligible clients.

JFS Patient Navigators are carefully screened volunteers who:

- ◆ Help prepare for upcoming medical appointments, review concerns and frame questions
- ◆ Serve as a companion to medical appointments and procedures
- ◆ Provide transportation as part of the Patient Navigator service
- ◆ Facilitate communication between doctor and patient
- ◆ Take notes during the visit
- ◆ Assist in scheduling follow up care and picking up prescriptions
- ◆ Support independent living

Our Clients:

- ◆ Older adults aged 60+
- ◆ Live in Framingham and Natick
- ◆ Able to enter/exit car independently
- ◆ 7 days advance notice for all appointment requests
- ◆ Call to determine eligibility

"I would be lost without my Patient Navigator! She helps me get organized. My memory is not as it was; I depend on the notes she writes for me. I feel better knowing someone is with me and stays the whole time."

- A Patient Navigator Client

Do you have LGBT+ patients that would benefit from additional support? Call us today to learn how we can help!



To learn more about this service, contact us at:

JFS of Metrowest

475 Franklin Street
Suite 101

Framingham, MA 01702

Phone: 508-875-3100 x 110

Fax: 508-875-4373

Email: patientnav@jfsmw.org

Web: www.jfsmw.org

Independence • Dignity • Piece of Mind