

Patient Navigation

The healthcare system is complex. Patient navigators can guide you through it and connect you with the support you need.

WHAT IS A PATIENT NAVIGATOR?

A patient navigator is a medical professional who can help remove barriers to the care and services you may need during and after your cancer treatment.

WHAT IS THE GOAL OF PATIENT NAVIGATORS?

The goal of Mercy's patient navigators is to ensure you have access to the comprehensive and varied cancer care services offered through Mercy Medical Center, as well as to community and national resources.

WHAT CAN PATIENT NAVIGATORS HELP ME WITH?

Mercy's patient navigators can help you with:

- **Transportation:** If you are having issues getting to your medical appointments, your patient navigator can connect you with local transportation options, such as MTA Mobility, MTA Taxi Access and CountyRide. They can also find out if your health insurance plan includes curbside transportation benefits.
Application and eligibility may vary.
- **Emotional support:** A cancer diagnosis changes your life. You may be struggling to adjust and experiencing anxiety, fear of reoccurrence, body image issues, depression and survivor's guilt. Your patient navigator can connect you to numerous organizations that offer mental health support and counseling services, such as Hopewell, Wellness House, American Cancer Society and Cancer Care.
- **Financial concerns:** You may have financial concerns due to the high cost of cancer-related care and a loss of income from taking medical leave. As a result, you may feel like you need to schedule fewer appointments, take your medication less frequently, and decline offers for mental health care. To prevent this and keep your treatment on



track, your patient navigator can find out if you are eligible for community resources and grants that can relieve some of these costs.

- **Health insurance:** As a cancer survivor, you will need ongoing medical care. To maintain your health benefits, your patient navigator can help you contact:
 - Maryland Health Connection (at 855-642-8572) to see if you can sign up for health insurance or if you're eligible for Medicaid
 - Medicare (at 800-MEDICARE) if you are 65 years of age or older or if you have a disability
- **Cancer retreats:** Cancer retreats provide a nurturing and caring environment to reconnect with yourself, regain energy and refocus after chemotherapy, radiotherapy, surgery and other treatments. Your patient navigator can find out if you qualify for a cancer retreat program, such as Casting for Recovery, Respite Retreats and Camp Kesem (for children ages 6 to 18). *Availability and eligibility required.*

HOW DO I CONTACT A PATIENT NAVIGATOR?

To contact Mercy's patient navigators, please call:

- The Breast Center patient navigator at 410-332-4259
- The Medical Oncology patient navigator at 410-783-5858

