

## Patient Navigator Daily Routine

### Morning:

1. Print out daily schedule for Clinic and Chemo
2. Identify the new patients that will be seen in Clinic that day
  - Report these at morning report on Monday and Thursday
  - Prepare to accompany them when they see the doctor for new diagnosis talk
3. In between seeing new patients, or if no new patients for the day, check in with current patients scheduled for the day:
  - Does anyone need to see social work?
  - Talk with any unscheduled patients who have shown up that day
  - Be available to answer any other additional questions
4. Continue with any additional counseling/education of new patients, after they've seen the doctor: assess any immediate needs, and refer as needed (social work, palliative care, etc)
  - Discuss with them: procedures for Clinic and Chemo appts, navigating through the hospital, their chemotherapy schedule (discuss common side effects), emergency situations, and when to come in/call CCC, etc.
5. On non-clinic days (Wed/Friday), follow-up with patients admitted in the ward
  - Check in with the patient and the ward nurse regarding care

### Afternoon:

1. Call the social worker and discuss referrals
2. At 12:00pm, check clinic and chemo list to see which patients have not shown up for their appt. Start calling to follow-up.
3. Continue to see new patients for additional education or address other questions from current patients
4. By 3:00pm, re-check the clinic and chemo list to see who still has not arrived, and continue making follow-up phone calls
5. Review Excel file and make follow-ups with any other patient previously contacted
6. At the end of the day, check in with the Chemo nurse to see if any additional patients need follow-up (those who may have had an extravasation that day, bad side effects, nausea, etc.). Follow-up with them the next day to assess situation.
7. If time allows, call patients who are scheduled for the coming days to remind them of appts.
8. If time allows on Thursdays: attend the Pediatric conference call to assist in calling pediatric patients lost to follow-up.
9. Document all the days events
  - Education: with whom and what type of education
  - All follow-up calls in Excel spreadsheet