

NAVIGATOR DOS AND DONTs

How Can A Navigator Help?

A Navigator is someone trained to help you reach community health and social resources (CR) for your health.

What A Navigator Can Do:

- ✓ Be a support person to help you get connected to CR recommended by your primary care provider
- ✓ Help you set priorities for your health and choose a program to meet these priorities
- ✓ Help you choose the CR or program that is right for you
- ✓ Overcome difficulties that may stop you from going to community programs (for example, help to make an appointment, coordinate transportation, identify availability of programs in French) Help you keep track of your appointments
- ✓ Communicate with your family doctor's office and community program staff as needed
- ✓ Go with you to community programs
- ✓ Follow-up with you about the benefit of the CR or program
- ✓ Promise to keep everything about you confidential, except if there is a threat of child abuse, or if you risk harm to yourself or others

What A Navigator Can't Do:

- ✗ Provide case management or social work services
- ✗ Give you any medical advice or care
- ✗ Pay for any of your medications or services
- ✗ Pay for housing, food, transportation, or childcare
- ✗ Take the place of family
- ✗ Keep your health record