



# Donors Empower Patient Navigators to Elevate Care

## Your Gifts Help Guide Patients Through Their Healthcare Journey

**Certified navigators** play an important role after patients learn of a diagnosis, like cancer, that requires surgery or a treatment plan. Our **Patient Navigation Program** currently supports these areas:

- Breast Cancer
- Oncology
- Cardiology
- Lung

With your support, we can hire more highly skilled, knowledgeable navigators who:

- Help patients **understand their diagnosis** and what will come next
- Coordinate **screenings, tests, appointments** or **consultations** with specialists, surgeons or oncologists
- Provide information about what to expect and **answer questions** prior to a treatment or surgical procedure
- Ensure understanding of **post-surgical care** and prescriptions
- Serve as a resource every step of the way for patients and their families, and provide **one-on-one guidance** and **emotional support**

Charitable gifts designated to patient navigation enable us to provide this **extra level of care** and service to our patients, **free of charge**. Please consider supporting this valuable program.



Help Coordinate Care



Understand Treatment and Prescriptions



Post-Treatment Follow-Up

# Meet Our Patient Navigators



**Deborah Oates**



**Jackie Hower**



**Chetna Chouhan**



**Sherri Hoag**

## **Chetna Chouhan, RN, Cardiac Navigator**

If you're about to undergo cardiac surgery, you will get a friendly visit from Chetna. She reviews what will happen during the procedure and answers questions. After the procedure, she visits to see how you are feeling, and goes over medications and discharge instructions.

She also calls the patients the next day to go over the medications again. Another way she provides extra-level care post-procedure is through the Red Bracelet Program, where patients receive a red bracelet for 30 days. The bracelet has a phone number that connects directly to Chetna, who will answer the phone 24/7 for patients who have questions or are feeling symptoms.

## **Deborah Oates, MSN, RN, ANP-BC Oncology Navigator**

Deborah has 35 years' experience as a nurse practitioner in oncology. After a diagnosis, she often visits patients in the hospital or calls to schedule a consultation.

"I am with them from diagnosis to treatment to survivorship," said Deborah. "I also provide a lot of family support — they need just as much as the patient."

She is able to help with logistics of their entire journey. With a medical background as an oncology nurse practitioner, Deborah provides a wealth of knowledge to patients with all types of cancer.

## **Jackie Hower, MPH, RT Breast Care Navigator**

Jackie has been a breast care navigator for 14 years. She provides one-on-one guidance to women diagnosed with breast cancer. She helps patients understand their diagnosis, reviews treatment options, makes appointments, and holds their hand through every step of their journey.

"Navigators support women through a significantly stressful time," said Jackie. "I particularly love that patients know they have someone to call on when they are feeling stressed or uncertain and I can support their ability to be strong advocates for themselves."

## **Sherri Hoag, MSN, RN, OCN Lung Navigator**

Sherri helps patients determine if they qualify for lung screenings, and also provides education and resources for smoking cessation. Once someone is diagnosed, she coordinates with the surgeons and provides the patient with details about pre-op and surgery, and then follows up after the procedure.

"I make sure no one falls through the cracks," said Sherri. "So I can reassure the patient throughout the treatment."