



## Integrative Health Team Healthcare Navigators Volunteer Position Description

### **Purpose:**

Healthcare navigators help newly arrived refugees stay or get healthy by enrolling and introducing them to our healthcare system. They will follow any medical needs outlined by the primary care provider (PCP), and over time help them become independent and able to access and manage their own healthcare.

### **Responsibilities:**

The role includes asking questions about their health status while filling out the new patient intake forms prior to making an appointment with the Community Health Clinic of Lane County (CHC). It may be necessary to use a translator if one is available, or simply rely on Google Translate.

Once an appointment is secured, Healthcare Navigators confirm in advance that CHC will have an interpreter on hand and accompany clients to the first visit. They will also follow up with the after-visit summary to see what, if any, prescriptions, or additional appointments are needed. That may include laboratory tests, referrals to specialists, or follow-up with the PCP. Healthcare Navigators will also accompany the client to any referral appointments and follow up as needed.

As soon as the client is able, the Navigator will assist them in making their own appointments and securing transportation through LTD's RideShare program.

Once initial health needs are met, secondary health needs such as vision, dental, and hearing are addressed. These appointments will be handled in the same way as the medical appointments above, with Healthcare Navigators working with clients on the New Patient forms, attending initial visits, and following up on anything that is indicated. As soon as clients are able, Navigators will assist them in making future appointments and arranging transportation.

### **Commitment:**

This is an ongoing relationship with the client until they feel secure navigating the healthcare system on their own