



TOOL 2.6: Tips List: Patient Navigator Introduction Strategy

Here is a list of helpful hints for introducing your navigator to your health services team, patients, and community. Increasing awareness of your new Patient Navigator and what she does will help to integrate her new role into the current system.

- Send out an e-mail announcement
- Hang-up and mail out Announcement Flyers
- Design business cards for your new Patient Navigator
- Give your Patient Navigator a nametag
- Introduce the Navigator to anyone she may be interacting with
- Define and share the Patient Navigator job description with your clinical team
- Define and share the new organizational structure as it includes this new position
- Provide the Patient Navigator with a table at the clinic for her to introduce herself
- Develop informational pamphlets for your Patient Navigator to hand out to the community, patients and providers
- Train your navigator to introduce herself to stakeholder consistently (perhaps using a script as suggested in Volume 3)