

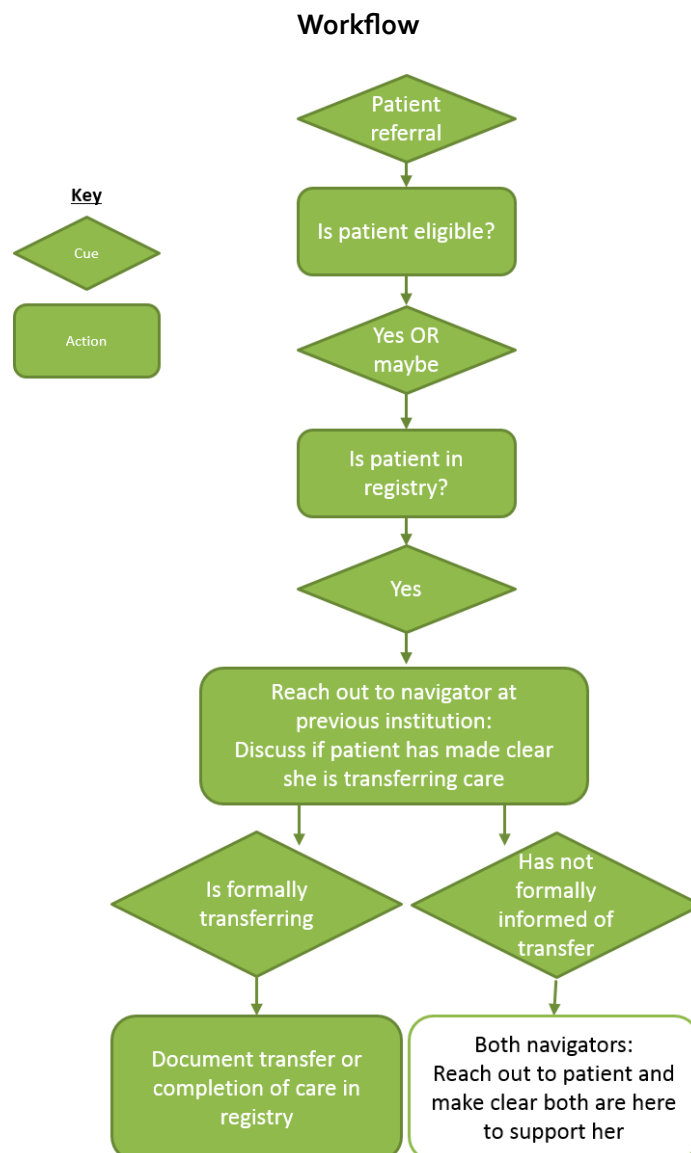
## Patients with Care at Multiple Institutions

Patients may experience delays in care when they are seeking multiple opinions or deciding to transfer between hospitals. Navigators can be very helpful to patients during this time.

### Overview

Once a navigator starts to work with a patient, they continue until the patient declines navigation services, or until the patient moves their care to another institution. Navigators can show support and concern even when the patient transfers care. Navigators can then offer to help transfer the patient to the next navigator.

The navigator the patient saw first is responsible for navigating the patient until the patient states they are changing the site of their care.





## Example scripts for patient outreach

### Navigator from first institution reaching out to patient

"Hi [Patient Name], this is [Navigator Name] from [Hospital]. We spoke on [date of last contact]. I am checking on your [next appointment/procedure/referrals/etc.].

I work with a team of patient navigators across the city of Boston. My colleague, [New Navigator Name] at [New Hospital], reached out to me. Are you looking for a second opinion? Can I help in anyway so that you get your care as quickly as possible?"

### Navigator from new institution reaching out to patient

"Hi [Patient Name], this is [Navigator Name]. I am a patient navigator at [Hospital].

I work with [Doctor] and the rest of your team to help you through your treatment.

I am here to help you schedule appointments, schedule transportation, or find programs to help you cover treatment costs.

I work with a team of patient navigators across the city of Boston. I noticed that you had previously spoken with my colleague, [First Navigator] at [First Hospital]. Is there anything I can do to help you coordinate your care between [First Hospital] and [New Hospital]?"

### Patient tells a navigator that they have decided to change their care to the navigator's institution

"Would you like me to let [Other Navigator] know that I will be helping with your care moving forward?"

### Patient tells a navigator that they have decided to change to the other navigator's institution

"Would you like me to let [Other Navigator] know that you will be working with them moving forward?"

### Patient says that they are getting a second opinion or has not decided where they will get their care

"Both [Other Navigator] and I are here to help you while you make your decisions, and to make sure you get your care as soon as possible."