



The JCM Center for Patient Navigation

Our Navigation Team are **here** to **help guide** you through your **care**.

845-458-4444

SLC-Navigation@MontefioreSLC.org

NEWBURGH CAMPUS

70 Dubois Street,
Newburgh, NY 12550

CORNWALL CAMPUS

19 Laurel Avenue,
Cornwall, NY 12518



www.montefioreslc.org

Montefiore | **St. Luke's Cornwall**

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MEET OUR TEAM

KIMBERLEY BROOKS

PATIENT SUPPORT SPECIALIST
KIJENNINGS@MONTEFIORESLC.ORG

ASHLEY CURET

PATIENT SUPPORT SPECIALIST
ACURET@MONTEFIORESLC.ORG

ABIGAIL DEBENEDICTUS

PATIENT SUPPORT SPECIALIST
ADEBENEDIC@MONTEFIORESLC.ORG

KERYN JACKSON

PATIENT SUPPORT SPECIALIST
KERYJACKSO@MONTEFIORESLC.ORG

SUSAN JAMES

CLINICAL NAVIGATION COORDINATOR
SUJAMES@MONTEFIORESLC.ORG

MAUREEN LOWE

CLINICAL NAVIGATION COORDINATOR
MLOWE2@MONTEFIORESLC.ORG

DANEIRYS RODRIGUEZ

PATIENT SUPPORT SPECIALIST
DANERODRIG@MONTEFIORESLC.ORG

MEGAN SCOTT

CLINICAL NAVIGATION COORDINATOR
MESCOTT@MONTEFIORESLC.ORG

SUSANNE STEELE

HEALTHCARE COORDINATOR
SSTEELE@MONTEFIORESLC.ORG

KIERNAN TODER

DATA SUPPORT SPECIALIST
KTODER@MONTEFIORESLC.ORG

TINA UNSWORTH

CLINICAL NAVIGATION COORDINATOR
TUNSWORTH@MONTEFIORESLC.ORG

CARLA VERA-SANCHEZ

CLINICAL NAVIGATION COORDINATOR
CVERASANCH@MONTEFIORESLC.ORG

LEADERSHIP



NICOLE POGELSCHEK

DIRECTOR,
THE JCM CENTER FOR
PATIENT NAVIGATION



JANELLE CARR, DNP, FNP-BC, CENP, MS, RN

ASSISTANT VICE
PRESIDENT, AMBULATORY
SERVICES



MARGARET ALLERS, RN, MSN, ANP

SENIOR VICE PRESIDENT,
CHIEF OPERATING OFFICER,
& CHIEF NURSING OFFICER

THE JCM CENTER FOR PATIENT NAVIGATION

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845-458-4444

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Hours of Operation:

Monday — Friday

8 am — 5 pm



Navigating the healthcare system can be overwhelming. At MSLC, we are committed to providing you with the best possible care and support throughout your healthcare journey. To make it easier for you to access the services you need, we are excited to offer Patient Navigation. Our team of clinical professionals, including nurses, care coordinators, and support staff, are here to help you navigate the entire healthcare system.

WHAT WE DO

- **Appointment Scheduling and Follow-ups:** Our navigators assist you with scheduling appointments, including follow-up visits, ensuring necessary tests and treatments are completed in a timely fashion.
- **Resource Referral:** Through our coordinated network of care, we will connect you with helpful resources, such as social services, financial aid, and community programs.
- **Patient Advocacy:** We act as your advocate within the healthcare system, making sure your voice is heard and your needs are met.
- **Care Plan Management:** We work with you and your medical team to create a personalized care plan that fits your needs both within the walls of healthcare system and at home.

WHY CHOOSE US?

- **Personalized Care:** Every patient is unique, and we tailor our services to your specific needs.
- **Expert Guidances:** Our experienced team members are skilled in navigating the complexities of the healthcare system.
- **Comprehensive Support:** From scheduling to emotional support, we ensure you're not alone in your healthcare journey.
- **Collaboration with Your Healthcare Team:** We work closely with your doctors, specialists, and other providers to ensure your care is seamless and well-coordinated.

HOW TO GET STARTED

If you are a patient or family member in need of navigation support, please contact us today.

You can reach us at **845-458-4444** or via email at **SLC-navigation@montefioreslc.org** and one of our team members will be happy to assist you.

WHAT IS A CHRONIC DISEASE NAVIGATOR?

A **Chronic Disease Navigator** can be an invaluable resource in managing chronic illness. Here's how they can assist you:

1. PATIENT EDUCATION:

- **What is a Chronic Illness?** A chronic illness is a long-lasting condition that can be controlled but not cured, like diabetes, hypertension, or asthma. These conditions require ongoing management and care.
- **Understanding Your Condition:** A navigator can explain your specific chronic illness in detail, how it affects your body, and what symptoms to watch for. They can also break down medical jargon, making it easier to understand your diagnosis and treatment options.

2. LIFESTYLE CHANGES:

- **Healthy Eating:** A navigator can help you develop a diet plan tailored to your needs, like a low-sodium or diabetic-friendly diet.
- **Exercise Plans:** They can work with you to create a realistic exercise routine that fits into your daily life and helps manage your condition.
- **Stress Management:** Since stress can exacerbate many chronic conditions, the navigator might offer tips on relaxation techniques, mindfulness, or finding support groups.
- **Sleep Hygiene:** They can provide advice on how to improve your sleep patterns, which are often disrupted by chronic conditions.

3. FOLLOW-UP AND DOCTOR VISITS:

- **Scheduling Appointments:** The navigator can help you schedule regular follow-up visits with your healthcare provider, ensuring that your condition is being closely monitored.
- **Preparation for Visits:** They can assist in preparing for your doctor's visits by helping you track symptoms, medications, and questions to ask the doctor.
- **Referrals to Specialists:** If necessary, the navigator can help coordinate visits to specialists, like cardiologists, endocrinologists, or pulmonologists, to ensure comprehensive care.

4. MEDICATION ADHERENCE:

- **Tracking Medication:** A navigator can assist in setting reminders or using apps to track your medication schedule, ensuring you take your medication on time.
- **Understanding Medications:** They can educate you about your medications, including their purpose, potential side effects, and how they interact with other drugs.
- **Addressing Medication Barriers:** If cost or side effects are issues, the navigator can help you find solutions, such as generic medications, patient assistance programs, or lifestyle adjustments that might reduce the need for medication.

By providing education, supporting lifestyle changes, coordinating care, and helping with medication adherence, a **Chronic Disease Navigator** plays a key role in improving the quality of life for patients with chronic illnesses.

WHAT IS A HEALTH COORDINATOR?

A **Healthcare Coordinator** serves as an essential link between your hospital visits and your doctor's office, ensuring that your healthcare needs are met efficiently and effectively. Here's how they can help:

1. LIAISON BETWEEN HOSPITAL AND DOCTOR'S OFFICE:

Coordination of Care: The healthcare coordinator ensures that your medical information, treatment plans, and test results are effectively communicated between your hospital and your doctor's office. This reduces gaps in care and ensures your doctors are on the same page regarding your treatment.

- **Managing Appointments:** They can help schedule follow-up appointments, test procedures, or specialist visits, ensuring you get timely care and reducing the need for you to coordinate everything yourself.

2. ASSISTING WITH MEDICAL RECORDS:

- **Transferring Records:** If you need to share your medical records with another healthcare provider, the healthcare coordinator can assist in obtaining and transferring those records efficiently and securely, ensuring no delays in treatment.
- **Updating Your Providers:** They ensure that your providers are up-to-date with your medical history, current treatments, and any new test results.

3. ANSWERING QUESTIONS & NEXT STEPS:

- **Clarifying Your Plan:** The healthcare coordinator can answer any questions you may have about your treatment plan, medications, upcoming tests, and any follow-up care needed. They help you understand what to expect and the next steps in your healthcare journey.
- **Providing Information:** If you're unclear about your diagnosis, treatment options, or what's happening during your visits, the coordinator can explain everything in a clear, understandable way.

4. UNDERSTANDING HEALTH NEEDS & RISK REDUCTION:

- **Personalized Health Education:** The coordinator helps you understand your specific health needs based on your medical history and current health conditions. They can provide information about lifestyle changes that might improve your health and reduce risks.
- **Risk Reduction Efforts:** They offer guidance on how to lower your risk for chronic diseases, such as heart disease, diabetes, or cancer. This could involve diet changes, exercise routines, managing stress, or avoiding harmful habits (e.g., smoking or excessive alcohol).

WHAT IS A HEALTH COORDINATOR?

5. IMPROVING QUALITY OF LIFE:

- **Managing Chronic Conditions:** The coordinator can offer tips and resources to help you manage chronic conditions, improve your overall health, and maintain a good quality of life. This might include access to therapies, wellness programs, or even palliative care if appropriate.
- **Support Services:** They can connect you to various support services, like nutritional counseling, physical therapy, or pain management, to enhance your day-to-day living and overall well-being.

6. DISCUSSING SCREENING OPPORTUNITIES:

- **Cancer and Health Screenings:** Healthcare coordinators help you understand when screenings (e.g., mammograms, colonoscopies, blood pressure checks) are necessary based on your age, medical history, and risk factors.
- **Routine Check-Ups:** They will guide you on when to schedule your routine check-ups to stay on top of preventive care and ensure early detection of potential health issues.

7. CONNECTING TO COMMUNITY AND HOSPITAL RESOURCES:

- **Hospital Resources:** The coordinator can introduce you to available hospital resources, such as wellness programs, educational workshops, support groups, or specialized clinics for your condition.
- **Community Resources:** They can also help you access community-based services, such as transportation to medical appointments, local wellness centers, financial aid programs, or support networks.

A **Healthcare Coordinator** plays a crucial role in making sure you are well-supported throughout your healthcare journey, ensuring you understand your needs, are equipped to make informed decisions, and have access to resources that help you live a healthier and more fulfilling life.

WHAT IS AN ONCOLOGY NAVIGATOR?

A **Oncology Navigator** plays a vital role in guiding and supporting patients throughout their cancer journey. Here's how they can assist:

1. UNDERSTANDING YOUR DIAGNOSIS:

- **Education on Your Cancer Type:** The navigator can explain your specific type of cancer, including its stage, progression, and treatment options. They can break down medical terms and provide understandable information about your diagnosis.
- **Treatment Options:** They can discuss available treatments, including chemotherapy, radiation, surgery, or immunotherapy, and help you understand the goals of each approach (e.g., curative, palliative, or maintenance).

2. SUPPORT OF CARE:

- **Emotional and Psychological Support:** Navigators often provide emotional support, helping you cope with the mental and emotional challenges of a cancer diagnosis. They can offer resources like counseling, therapy, or coping strategies for managing anxiety and depression.
- **Family and Caregiver Support:** Navigators work to involve and support family members and caregivers, helping them understand the disease, treatment plans, and how they can assist in your care.

3. ASSISTANCE WITH APPOINTMENTS AND COORDINATION:

- **Scheduling Appointments:** They can help schedule appointments with oncologists, surgeons, and other specialists, making sure you never miss critical check-ups or treatments.
- **Coordinating Care:** Navigators assist in coordinating multiple aspects of care, from scheduling lab tests and imaging to referring you to supportive services like pain management, nutritional counseling, or physical therapy.
- **Transport and Logistics:** If needed, they can provide assistance with transportation, helping you get to appointments and treatments.

4. DOCTOR APPOINTMENT SUPPORT:

- **Preparing for Appointments:** Oncology navigators can help you prepare for visits by discussing questions to ask your doctors, tracking symptoms or side effects, and bringing up any concerns about your treatment.
- **Accompanying You to Appointments:** Some navigators may attend appointments with you to ensure you understand the doctor's instructions, take notes, and help you remember everything that was discussed.

WHAT IS AN ONCOLOGY NAVIGATOR?

4. DOCTOR APPOINTMENT SUPPORT (CONTINUED):

- **Clarifying Medical Information:** They can help you understand complex medical information, ensuring that you leave appointments feeling informed and empowered to make decisions about your care.

5. SUPPORT GROUPS:

- **Connecting You to Support Groups:** Navigators can connect you to support groups where you can meet others going through similar experiences. These groups can provide emotional support, advice, and a sense of community.
- **Peer-to-Peer Support:** They may also help set up one-on-one peer support, where you can talk to someone who has been through a similar cancer journey and can offer insight and encouragement.

6. CAREGIVER SUPPORT:

- **Educating Caregivers:** Navigators can provide information to caregivers about the cancer treatment process and the role they play in supporting their loved one's care.
- **Respite Care and Resources:** They can guide caregivers to resources like respite care services, allowing them to take a break while ensuring you continue to receive the care you need.
- **Practical Help:** Offering tips on daily care routines, managing side effects, and advocating for your loved one during medical appointments.

A **Oncology Navigator** provides a comprehensive, personalized approach to care, ensuring that you receive the best possible treatment while also supporting your emotional, financial, and logistical needs throughout your cancer journey.

WHAT IS A PATIENT NAVIGATOR SOCIAL WORKER?

A **Patient Navigator Social Worker** is a vital member of the healthcare team who provides support and assistance to patients throughout their care journey. They focus on addressing the emotional, social, and logistical needs that might arise during treatment or recovery. Here's how they can assist you:

1. EMOTIONAL AND PSYCHOLOGICAL SUPPORT:

- **Coping with Illness:** The social worker provides emotional support to help you cope with the stress, anxiety, or depression that may accompany a diagnosis, treatment, or recovery.
- **Counseling Services:** They can offer individual or group counseling sessions to help you navigate emotional challenges, improve coping skills, and manage the mental health impact of your illness.

2. NAVIGATING HEALTHCARE SYSTEMS:

- **Coordinating Care:** They assist in coordinating care between multiple healthcare providers, ensuring that you understand your treatment options, appointments, and follow-up care.
- **Addressing Barriers to Care:** Social workers help identify and address barriers to care, such as transportation issues, language barriers, or difficulties accessing healthcare services, ensuring you can attend appointments and receive necessary treatments.

3. CONNECTING TO RESOURCES AND SUPPORT SERVICES:

- **Financial Assistance:** The social worker can connect you with financial assistance programs to help cover the cost of treatment, medications, or other healthcare-related expenses.
- **Community Resources:** They can refer you to community resources such as food banks, housing assistance, and support groups for both patients and caregivers.
- **Support Groups:** The social worker helps you connect with patient support groups, providing you with a network of individuals who are going through similar experiences and can offer emotional support.

4. CAREGIVER SUPPORT:

- **Supporting Caregivers:** If you have a caregiver, the social worker can offer resources and guidance to help them manage their caregiving responsibilities. This can include providing respite care options, emotional support, or advice on how to manage stress.
- **Education for Caregivers:** They also provide education on how to best care for you during treatment and recovery, as well as how to address their own emotional and physical health needs.

WHAT IS A PATIENT NAVIGATOR SOCIAL WORKER?

5. ADVANCE CARE PLANNING:

- **End-of-Life Planning:** The social worker can help you with advance care planning, including making decisions about your care preferences, living wills, or healthcare directives in case of serious illness or end-of-life care.
- **Palliative and Hospice Care:** If appropriate, the social worker can assist in transitioning to palliative or hospice care, ensuring comfort and dignity throughout the process.

6. ADVOCACY AND LEGAL SUPPORT:

- **Patient Advocacy:** The social worker can help advocate for your needs within the healthcare system, ensuring that your concerns are heard and that you are receiving appropriate care and services.
- **Legal Resources:** They can assist in connecting you with legal resources, such as help with understanding insurance coverage, disability benefits, or guardianship issues.

7. NAVIGATING TREATMENT AND RECOVERY:

- **Understanding Treatment Plans:** Social workers often help patients understand their treatment plans, answer questions, and address any concerns regarding their health and recovery.
- **Post-Treatment Transition:** They also provide support during the transition from active treatment to recovery, helping you adjust and manage any lasting effects of illness or treatment.

8. CULTURAL SENSITIVITY AND LANGUAGE SUPPORT:

- **Cultural Awareness:** Social workers are trained to understand and respect cultural differences and provide care that is sensitive to these needs.
- **Language Assistance:** They can also connect you with translation services if language barriers are an issue, ensuring clear communication with your healthcare providers.

A **Patient Navigator Social Worker** is dedicated to ensuring that patients not only receive the best medical care but also have access to the resources, support, and guidance they need to navigate the complex healthcare system. Their role focuses on improving the overall well-being of the patient and their family by addressing emotional, social, and logistical needs during treatment and recovery.

WHAT IS A PATIENT SUPPORT SPECIALIST?

A **Patient Support Specialist** plays an essential role in supporting you during your transition from the hospital to your next phase of care. Here's how they can help:

1. POST-DISCHARGE FOLLOW-UP:

- **Ensuring Follow-Up Appointments:** After you leave the hospital, a Patient Support Specialist will reach out to you to ensure that all necessary follow-up appointments are scheduled. This includes any appointments with specialists or your primary care provider.
- **Bridge Appointments:** If you're unable to see your primary care provider within 3-5 days of discharge, a bridge appointment will be scheduled for you with the hospital's medical group. This ensures that your recovery is on track and that no further immediate assistance is needed.
- **Communication with Your Primary Care Provider:** The bridge appointment information will be sent to your primary care provider, so they stay updated on your post-discharge status, ensuring seamless communication and continuity of care.

2. SCREENING QUESTIONS AND HEALTH MAINTENANCE:

The Patient Support Specialist will review a set of screening questions with you to make sure there are no additional follow-ups or screenings required to maintain your health. These screenings could include:

- **Mammogram Screening** (for women)
- **Vaccinations** (e.g., flu shot, pneumonia vaccine)
- **Preventative Diabetes Management** (e.g., blood sugar monitoring, A1C tests)
- **Lung Cancer Screening** (for current or former smokers)
- **Colorectal Cancer Screening** (e.g., colonoscopies or Cologuard kits)
- **Supportive Care Services** (e.g., counseling, palliative care)

3. MEDICATION AND FINANCIAL ADVOCACY:

- **Medication Questions:** If you have any questions about your medications or need assistance with understanding your prescriptions, the Patient Support Specialist will be available to help. They can also guide you on medication adherence and side effects.
- **Financial Advocacy:** If you're concerned about the costs of medications, treatments, or follow-up care, the Patient Support Specialist can assist with finding financial resources or patient assistance programs.

WHAT IS A PATIENT SUPPORT SPECIALIST?

4. ACCESS TO COMMUNITY AND EDUCATIONAL RESOURCES:

- **Community Resources:** The specialist can connect you to community-based services such as transportation, meal delivery, support groups, or financial assistance.
- **Educational Resources:** They will provide you with relevant educational materials to help you understand your condition, your treatment plan, and ways to stay healthy.
- **Imaging Services:** If you need follow-up imaging (such as X-rays, MRIs, or CT scans), the specialist can help you schedule these services and ensure your healthcare team is updated on your results.

5. SUPPORT FOR ONGOING CARE:

- **Ensuring Your Health Maintenance Is On Track:** The Patient Support Specialist's goal is to make sure you're fully supported after your hospital discharge. They ensure that your care continues smoothly, reducing the chance of complications and promoting recovery.
- **Ongoing Check-Ins:** If needed, the Patient Support Specialist will schedule future follow-ups to check in on your recovery and provide additional assistance as necessary.

The **Patient Support Specialist** is your advocate during this important recovery phase, helping you navigate the steps to ensure you stay on track with your health, get the necessary screenings and preventive care, and connect to helpful resources. They provide the guidance and support you need to make a smooth transition back to your regular healthcare routine.

WHAT IS A SURGICAL NAVIGATOR?

A **Surgical Navigator** is a key resource in helping you throughout your surgical journey. From pre-surgery to post-surgery, they ensure you receive comprehensive care and support. Here's how they can assist:

1. PRE-SURGERY SUPPORT:

- **Preparing for Surgery:** The Surgical Navigator helps guide you through the steps before your surgery. This includes explaining the procedure, helping you understand what to expect, and answering any questions you may have.
- **Scheduling Pre-Op Appointments:** They assist with scheduling any necessary pre-surgery appointments or tests, such as lab work, imaging, or consultations with the surgical team.
- **Clear Instructions:** They provide you with instructions on how to prepare for surgery, such as fasting before the procedure, stopping certain medications, or arranging transportation for the day of surgery.

2. DURING SURGERY:

- **Coordination with Surgical Team:** The Surgical Navigator works closely with the surgical team to ensure that your surgery is scheduled and performed without delays or complications.
- **Update on Surgery Status:** After surgery, they may be your point of contact to provide updates on how the procedure went, ensuring you're kept informed about your care.

3. POST-SURGERY SUPPORT:

- **Recovery Guidance:** The Surgical Navigator helps you understand your recovery process, offering advice on how to manage pain, follow care instructions, and what to expect in the days and weeks following surgery.
- **Follow-Up Appointments:** They help you schedule and coordinate follow-up appointments with your surgeon or other healthcare providers, ensuring that your recovery is monitored closely.
- **Signs of Complications:** The navigator educates you on what signs to watch for that may indicate complications, such as infection or issues with healing, and provides guidance on when to seek help.
- **Rehabilitation and Therapy:** If you need physical therapy or rehabilitation after surgery, the Surgical Navigator can help arrange those services to ensure a smoother and quicker recovery.

WHAT IS A SURGICAL NAVIGATOR?

4. EMOTIONAL AND PRACTICAL SUPPORT:

- **Emotional Support:** They can help you understand complex medical information, ensuring that you leave appointments feeling informed and empowered to make decisions about your care.
- **Patient Education:** They educate you on the healing process and help set realistic expectations for recovery. This includes information on diet, activity restrictions, and lifestyle adjustments during your recovery period.
- **Connecting with Resources:** The Surgical Navigator can connect you with support groups, counseling, and other resources to help with both the emotional and physical aspects of recovery.

5. HELPING WITH INSURANCE AND FINANCIAL MATTERS:

- **Insurance Navigation:** They assist with any insurance-related questions or concerns regarding coverage for surgery, post-surgical care, or follow-up treatments.
- **Financial Assistance:** If surgery or follow-up care presents financial challenges, the navigator can help you access available financial assistance programs or help manage payment plans.

The **Surgical Navigator** is there to support you before, during, and after surgery. They ensure that all aspects of your care are coordinated and that you're fully informed and supported throughout the surgical process. Whether it's helping you with medical logistics, answering questions, or providing emotional support, they are a valuable part of your healthcare team.