

## **What to Expect from Your Patient Navigator Appointment**

The patient navigator provides trauma-informed support, education, and resource navigation. Your first appointment will include a conversation to understand your needs, followed by a plan for next steps based on what you identify. This could include sharing resources or may require follow up appointment(s).

### **Is the information shared with the patient navigator confidential?**

Yes. The patient navigator is a licensed healthcare professional and is required to keep your information private. There are a few limited exceptions to confidentiality (such as safety concerns or legal requirements). These will be explained during your appointment, and you'll have the opportunity to ask any questions.

### **A patient navigator can help with:**

- Sexual health education and deciding what testing is right for you
- Navigating the healthcare system and finding appropriate services
- Mental health and substance-use support
- Getting connected with MSI (NS Health Card), if eligible
- Understanding income supports and financial assistance
- Exploring options for medication coverage
- Emotional support and brief, goal-focused counselling (as appropriate)
- Connecting you with community programs and supports
- Finding primary care options
- Assistance with appointment scheduling and follow-up
- Support with transportation or access barriers
- Advocacy in healthcare settings