

# Nurse Navigators

## Information for Aboriginal and Torres Strait Islander patients

Metro North Hospital and Health Service has a new nursing service. This service is called the nurse navigator service and is staffed by experienced nurses with high level of clinical knowledge and who have a comprehensive understanding of the health care system.

This service aims to help people with complex health care needs in navigating through their health care journey, from their general practitioner, hospital, specialist appointments and community supports.

The service is culturally and clinically responsive and appropriate in order to close the gap for Aboriginal and Torres Strait Islander patient.

### Nurse navigator services provided at Metro North Hospital and Health Service:

#### Coordination of patient centred care

- Providing support, advocacy and care coordination across your health care journey, from community, G.P., hospital and home again.

#### Creating partnerships

- Working closely with you, your G.P., medical specialists, allied health specialists (such as physiotherapists and occupational therapists), Aboriginal and Torres Strait Islander healthworkers and other organisations or care providers involved in your care to support you in your health care journey.

#### Improving patient outcomes

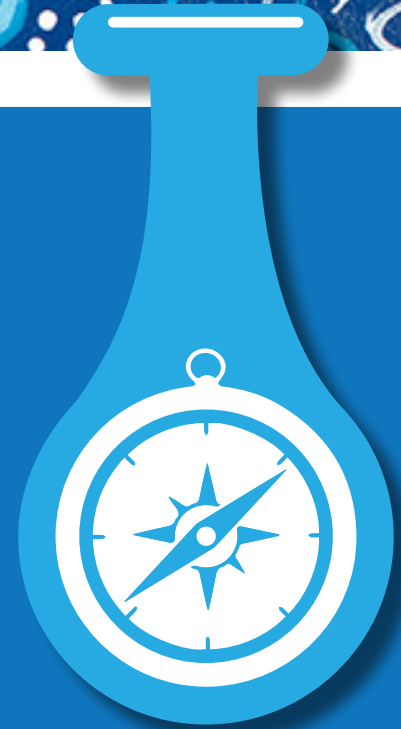
- Providing education to you and your family to support you to make informed decisions about your health care and advanced care planning
- Working closely with you and your family to develop health care goals care plans to assist you to better manage your own health and to promote your independence
- Assisting you to navigate my aged care or other supports services as needed so you can access the care support you need.

### How to contact the nurse navigator service:

#### Hours of service

Monday to Friday 8.30am to 4.30pm excluding public holidays:

- Caboolture Hospital – 5316 5878
- Redcliffe – 3883 7183
- RBWH – 3636 9676
- TPCH (Mental Health) – 3139 6725
- TPCH (Long Stay) – 3139 3291



**Standard 2**  
Partnering with consumers



**Standard 11**  
Service delivery



**Standard 12**  
Provision of care



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