

Metro North Norfolk Island

# Nurse Navigator

The Metro North Norfolk Island Nurse Navigator role is to support Norfolk Island patients with complex health needs navigate through the Metro North health system. This service is funded by the Australian Government and care is delivered at no cost to patients.



## Supporting Your Healthcare Journey

The Nurse Navigator's role is to support Norfolk Island patients with complex health needs navigate through the Metro North health system. By understanding your health needs, the Nurse Navigator's aim is to make your care easier to manage and to link you with the right services and supports. We can help by:

- Developing care plans with you
- Liaising with your care providers
- Help coordinate appointments and community supports
- Your navigator can attend medical appointments with you as required.

## Who can Get Help?

Our Nurse Navigator supports patients with complex health needs who need a high level of clinical care. This includes (but not limited to):

- Patients with multiple chronic conditions (e.g. diabetes, heart failure)
- Patients who have complicated health conditions
- Patients who have an unplanned admission (e.g. medivacs, trauma, injury)
- Patients needing outpatient treatment following inpatient stay (e.g. ongoing cancer care).

If you are managing your health well and feel confident navigating the healthcare system, you might not need this service. You are able to withdraw from this service at any time, your choice will always be respected.

**Metro North Health's vision**  
Creating healthier futures together—where innovation and research meets compassionate care and community voices shape our services.

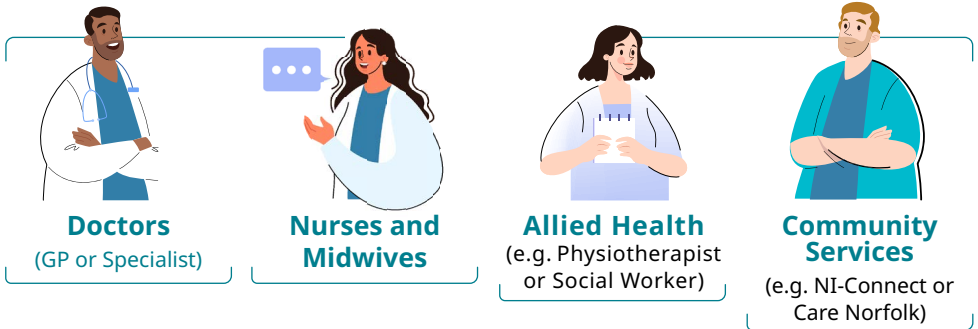
Metro North  
Health



Queensland  
Government

## How to Get Help?

You will need to be referred to the Nurse Navigator by a healthcare provider. Any healthcare provider can refer you to this service. This includes:



## Referral Process

**Step 1:** Talk to your healthcare provider and request a referral to the Metro North Norfolk Island Nurse Navigator. Your healthcare provider will need to complete a referral form and email this to the Nurse Navigator.

**Step 2:** Once a referral is accepted, the Nurse Navigator will begin supporting your care and a plan for your care will be made.

## Ongoing Care

Support needs are different for everybody. If needed, support can continue when you return to Norfolk Island and will continue until you feel well and can manage your health independently.

Your level of support and how often we contact you will depend on your health needs. If you need more help, our Nurse Navigator will be in contact more, but as you become more comfortable and stable, contact may reduce. You may flow between level of support as your needs change.

## Providing Feedback

We are happy to receive feedback and suggestions for the Norfolk Island Nurse Navigator service. Please scan the QR code and clearly state that the feedback is for the Norfolk Island Navigator service.

