

Role of Patient Navigator

By Mary Chiang & Jiehui (Joy) Zhu

Patient Navigators

Charles B. Wang Community Health Center

October 12, 2021



CHARLES B. WANG
COMMUNITY HEALTH CENTER
王嘉廉社區醫療中心

Background on Charles B. Wang Community Health Center

- Charles B. Wang Community Health Center was founded in 1971 in New York City.
- We are a federally qualified health center offering comprehensive primary care services to all.
- We have Internal Medicine, Pediatrics, OB/GYN, Dental Care, and Mental Health. In addition, our Social Work and Health Education departments support patients and the community.
- 4 clinical sites across Chinatown, Manhattan and Flushing, Queens



Our Hepatitis B Population

- As of February 2021, we have around 9,000 patients in our hepatitis B registry and around 4,000 are active.
- Of the 9,000 patients, 3,000 do not have insurance.
- We have 2 patient navigators.
- Currently over 600 patients enrolled in our care management programs.



Patient Navigator Duties

- Phone or in-person education and case management
- Work with provider for optimal treatment plan
- Monitor patient's visits and their progress using database
 - Track patient's blood work and follow up appointment dates
- Re-engage non-adherent patients
 - Call if did not show up or canceled appointment
 - Provide education and reschedule appointment
 - If unable to reach by phone, send reminder letter



Patient Navigator Duties (continued)

- Track liver cancer ultrasound screening referrals
 - Assist in scheduling appointment
 - Assist in follow up imaging if needed (CT or MRI)
- Track staging fibrosis referrals (Elastogram/Fibroscan)
- Record patient's treatment status in database
 - Assist in applying for free medication through Patient Assistance Program
 - Assist in applying for co-pay coupon
 - Refer to low-cost pharmacy
 - Check that patient is adherent to medication



Barriers and Challenges

- Language
- Unable to return regularly for follow up
 - Resides out of state
 - Transient workers
 - Busy work schedule
- Difficulty getting medication
 - Uninsurable patients may not be able to get required documents for assistance programs
 - Insured patients may have high deductible
 - Discontinuation/loss of insurance – run out of medication



Where to find Patient Navigator?

- Health centers
- Community-based social services organizations
- New York City public hospitals

Visit <https://hepfree.nyc/check-hep-b-patient-navigation-program/> for sites in New York City.



Questions?

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