

## **Patient Navigator**

Patient Navigators are health professionals who focus on the patient's needs. The navigator helps guide the patient through the healthcare system and works to overcome obstacles that are in the way of the patient receiving the care and treatment they require.

*Patient Navigators typically do the following:*

- Facilitate communication between the patient, family members, and healthcare providers to ensure patient satisfaction and quality of care
- Interview patients or their representatives to identify problems relating to care
- Refer patients to appropriate health care services or resources
- Explain policies, procedures, or services to patients using medical or administrative knowledge
- Organize schedules and manage appointments for patients to ensure they receive services in a timely manner
- Manage health care records
- Inform the patient on financial aspects of care and linking patient to financial resources as needed.
- Manage follow up visits and ensuring continuation of care and linkage to community resources

## **Work Environment**

Patient Navigators may work in any health care setting. The most common place of employment is the hospital setting. The navigator may specialize in a certain area such as oncology or diabetic care. Patient Navigators work full time or part time and may work 8- or 12-hour shifts. Patient Navigators may work with patients of all ages, from infants to geriatric populations.

**Top Local Employers:** Stanford Health Care, Kaiser Permanente, Sutter Health, Guardant Health

## **Median Pay**

\$56,390

## **Job Growth (2020-2025)**

8%

## **Education and Training**

According to O\*NET Online, around 35% of the patient representatives surveyed held a bachelor's degree or higher, and all others have a minimum of a high school diploma. Most employers prefer extensive knowledge and experience in this career field; therefore, there are various avenues to enter this career field.

Some individuals decide to attend universities or community colleges that offer degrees or certification programs. These programs teach the necessary skills and are usually healthcare related.

## **Local Education:**

[Evergreen Valley College](#)

San Jose City College

**For More Information:**

National Patient Advocate Foundation