

Service Navigator

A designated resource person who will guide you through your healthcare journey.

What is a service navigator?

- They are a designated reference person for you, your loved ones, or your representative.
- They are responsible for facilitating communication between healthcare providers and can help coordinate your services based on your needs.

What they do for you:

- They ensure that everyone shares the same understanding of your needs.
- They take the time to get to know you— what you want and what matters to you.
- They help you make choices and decisions that respect your values and needs.
- They work with you to develop your intervention plan and explain it to you.
- They help you receive the right services at the right time.



How is an intervention plan used?

- It is a document that explains your needs, your goals, and the ways to achieve them.
- It is created during a meeting with us, alongside you and your loved ones, if applicable.
- It helps ensure that everyone works together effectively to reach your goals (you, your loved ones, the healthcare providers, and any involved partners).

Contact your service navigator to:

- express your needs and ask your questions;
- involve yourself in decisions that affect you and involve your loved ones;
- be involved in your care and services;
- be informed of your rights.

This document was developed in collaboration with healthcare facilities (ID-ASD-PD sector) and can be used for a variety of services.

Name of my service navigator:

Phone number:

Email: