

Wyandot Memorial Hospital is . . .

- Certified by the United States Department of Health and Human Services
- Registered and Licensed by the Ohio Department of Health



419-294-4991

[www.wyandotmemorial.org](http://www.wyandotmemorial.org)

885 N. Sandusky Avenue • Upper Sandusky, OH 43351

*Caring for the Health of Our Community*

# Patient Navigator Services



*Navigating patients  
through healthcare challenges  
one step at a time*



**WYANDOT**  
MEMORIAL HOSPITAL

## What is the Patient Navigator Program?

The Patient Navigator provides one-on-one guidance and assistance to patients, families and caregivers, and helps with the many needs that can arise. The principal function of the Patient Navigator is to eliminate any barriers to timely screening, diagnosis, treatment and supportive care for each individual. She also promotes smooth and timely continuity of care for all patients.

## What does the Patient Navigator do?

- Works with a variety of patients - not just oncology patients or those with chronic diseases - but rather any patient facing diagnostic testing or requiring additional assistance in scheduling and coordinating treatment
- Provides information and education on disease management, supportive care and post-treatment care
- Coordinates continuity of care for WMH patients who need to have surgery or treatment at another facility (i.e. The James Cancer Hospital)
- Provides individual assistance and support to ensure a better quality of life
- Connects patients to local and federal resources, where appropriate
- Obtains financial assistance on behalf of patients for grant funds, foundation funds and co-pay assistance resources
- Provides assistance in completing medical forms, understanding health insurance benefits and can also aid patients in completing forms for disability determination, Medicaid, Medicare and the Affordable Care Marketplace for Insurance

## How can the Patient Navigator help me?

- ★ **Arrange transportation** to and from appointments
- ★ **Identify resources** for financial assistance including medication, co-pay assistance and community resources
- ★ **Coordinate home health care** as needed
- ★ **Assist with keeping track** of doctor visits, tests, labs and other appointments relating to your healthcare
- ★ **Help complete medical forms** including those relating to insurance, Medicaid and Medicare
- ★ **Provide information on and assistance with Advance Directives** ( Living Wills and Healthcare Power of Attorney forms)

*The WMH Patient Navigator is a Certified Application Counselor for the Health Insurance Marketplace, and can enroll patients and help them purchase health coverage in the Marketplace*

## What doesn't the Patient Navigator do?

The Patient Navigator does not provide medical advice, offer opinions regarding treatment or choice of healthcare provider and replace or interfere with the physician/patient relationship.

## How may I contact the Patient Navigator?

The Patient Navigator office is located on the second floor near the Oncology, Pharmacy and Respiratory Departments. Office hours are Monday through Friday from 8:30 a.m. to 5:00 p.m., but appointments can be made earlier or later in the day.



For more details, phone  
**Debbie Dille, Patient Navigator**  
**419-294-4991, ext. 4159**  
or e-mail  
**ddilley@wyandotmemorial.org**