



# Patient Navigation Center



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Health Center

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## Patient Navigation Center

The purpose of the Patient Navigation Center is to provide a support team to help patients manage a variety of issues or concerns that could be obstacles in receiving the care and services you need. The Navigation Center links patients to appropriate services located within the Cleveland Clinic Stephanie Tubbs Jones Health Center or to community agencies and partners. Patient Navigators help ensure that patients receive care that is confidential, respectful, compassionate and appropriate to their culture values.

## How it Works

A team of Navigators provide individual guidance and assistance in coordinating your medical care and overcome any barriers that you may face. There will be a full team of support:

- **Clinical Navigators** are available in all outpatient clinical areas to assist you through the diagnosis, treatment and follow-up portions of your care.
- **Service Navigators** are located in the Navigation Center and work to connect you with appropriate social service agencies and community partners.
- **Financial Navigators** are available to assist you with financial concerns and applications for insurance or financial assistance.
- **Community Navigators** collaborate with neighborhood agencies such as senior centers, schools and churches to promote and conduct health screenings and outreach programs.

For more information,  
visit [clevelandclinic.org/stjhc](https://www.clevelandclinic.org/stjhc)