

PATIENT SUPPORT PANEL DISCUSSION 2023 PATIENT FAMILY GATHERING

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BIOMED VALLEY™
DISCOVERIES



MAYO CLINIC
LABORATORIES





Comprehensive
Cancer Center

Patient Support Panel Discussion: LEARN + Connect

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Melissa Bargfrede, MBA, Financial Counseling

ECD Patient Family Gathering
April 28th, 2023
Mayo Clinic Rochester, MN





Comprehensive Cancer Center

Patient Navigation Program - Mayo Clinic Comprehensive Cancer Center



Angie
Patient Navigator
Supervisor

Phoenix/Scottsdale, Arizona

Jacksonville, Florida

Rochester, Minnesota



Eva
American
Indian/Alaskan
Native Navigator



Danitza
Hispanic/Latino
Navigator



Veronica
African Descend
Navigator



Fanny
Hispanic/Latino
Navigator



Schyler
American
Indian/Alaskan
Native Navigator



Laura
Hispanic/Latino
Navigator



Jodi
General Patient
Navigator



Lara
General Patient
Navigator



Brandon
General Patient
Navigator



General Patient
Navigator

Patient Navigators provide non-clinical support to cancer patients, support persons, and families.

They are active members of the healthcare team, addressing immediate needs and laying the groundwork for future or ongoing support.

This service is free to Mayo Clinic Comprehensive Cancer Center patients and families.

Employment Concerns

Financial Assistance Options

Insurance Concerns

Local Community Resources

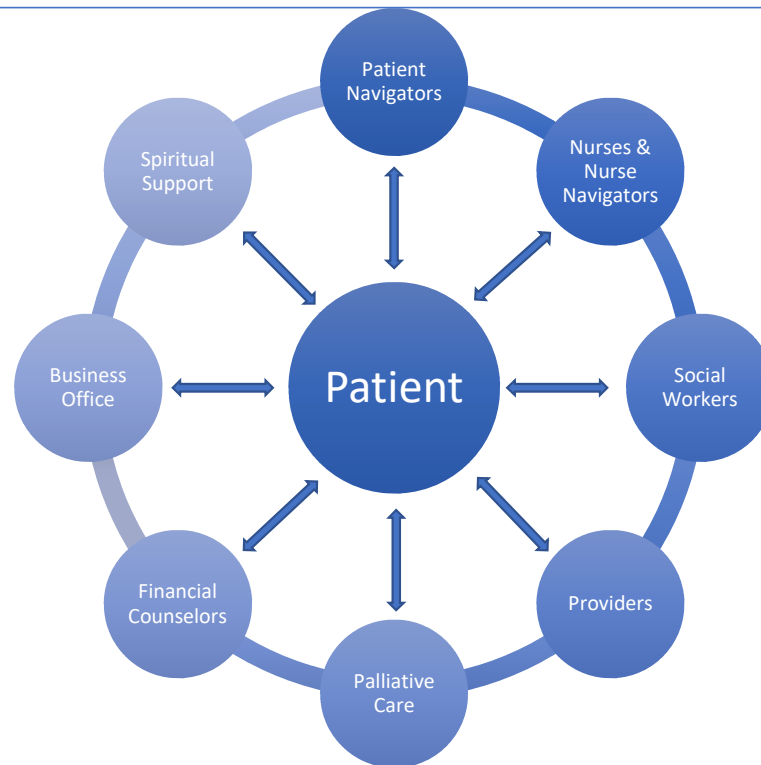
Lodging Options

Navigating Locations

Support Resources

Transportation Options

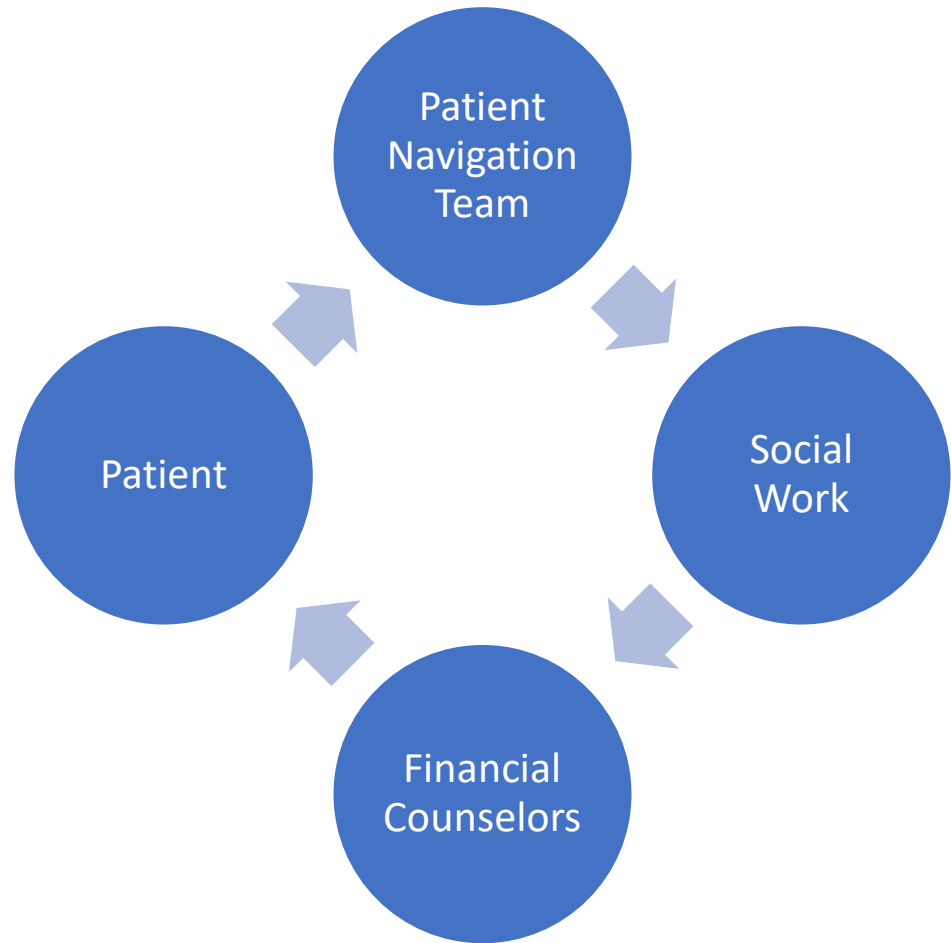
Multidisciplinary Care Team





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Care Coordination





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Navigating Healthcare

- Communication Healthcare team
- Ask if you can be assigned a Patient Navigator, Social Worker, Patient Advocate or Nurse Navigator

Health Insurance

- Always have Medical Insurance- don't let it lapse
- Know your insurance benefits-
 - Call your insurance carrier to inquire about benefits at the facility you are seen at
 - Financial Counselors available at medical center by phone or in person
 - Understand any referral or authorization requirements and confirm this is in place

Financial Aid

- Grants or Copay Assistance for cost related to medical treatment
- Cost of travel/lodging (explore your non-medical insurance benefits)
- Local Grants- non medical expense
- Post Service: You may qualify for Financial Assistance adjustments or reductions



Living with a
Chronic Condition

- Employment
- ADA/accommodations if needed
- FMLA
- Caregiver

Mental Health
Needs

- Insurance coverage (Behavioral Health/Accessing Coverage)
- Self Care – Recognizing the need for extra support / normalization of symptoms vs. areas of concern
- Avoiding/responding to stigma

Spiritual/Support
Network

- Whole person- mind-body (patient and caregiver)
- What brings meaning to you? / What brings you comfort and motivates you in coping with chronic illness?
- Allow friends and family to help/Role change
- Access available spiritual supports – within or externally to your clinic setting



QUESTIONS & ANSWERS

