

# Oncology Nurse Navigator Workflow Process

Triage to:  
**MSW**/Psychosocial and Financial needs, FMLA, Disability, Transportation  
**Dietitian**/Nutritional needs  
**Homecare**/additional clinical support  
**Co-Pay Assistance Programs**/tests, medication



Abnormal Screening, Physician Referral (inpatient and/or outpatient)

Coordinate next steps with ordering MD

Provide support, education and assistance in scheduling biopsy or testing

Coordinate referral to Medical Oncology/ Radiation/ Surgery

- Education and teaching on diagnosis and treatment plan
- Coordinate genetics counseling and testing
- Refer for fertility preservation (sperm/egg cryopreservation)
- Facilitate/participate in family meetings about care transitions (palliative, hospice)
- Collaborate with inpatient case managers on patient plans of care, inpatient consults and discharge planning
- Prepare and present Survivorship Care Plans
- Refer to Oncology Social Worker for financial assistance, ride assistance and supportive counseling
- Refer to outpatient services: home care services, physical therapy, lymphedema therapy and dietitian for assessment, counseling, meal planning, pre/post g-tube teaching
- Refer for wigs and prosthetics

Positive results

Negative results

Arrange for 2<sup>nd</sup> opinion

Coordinate care with tertiary facility or specialist (e.g. clinical trials, surgical specialists, bone marrow transplant)

