



TOOL 3.8: A Few Ways to Know the Barrier has been Addressed

Below is a list of different ways to know if the barrier has been addressed for a specific patient.

- 1) Provider or other navigation team member tells you that you have helped a certain patient get care, or get care faster
- 2) Patient comes to appointment
- 3) Patient thanks you for helping them and tells you that they are now getting health care
- 4) Patient schedules a 6-month follow-up appointment and tells you she knows she will be able to get there because you helped her get insurance coverage
- 5) Patient tells you "I feel much better now that you helped me.... get insurance / find a ride to the CHC/ get an interpreter to be at each health services visit / find affordable daycare / see my doctor after work etc."
- 6) You met the program goal for the patient and were able to end navigation (see chapter 5 for more on 'ending navigation')