

Nurse Navigators

Information for patients

The Sunshine Coast Hospital and Health Service has a new nursing service. This service is called the nurse navigator service and is staffed by experienced nurses with high level of clinical knowledge and who have a comprehensive understanding of the health care system, the service is part of the Community Integrated and Sub Acute Service (CISAS).

This service aims to help people with complex health care needs in navigating through their health care journey, from their general practitioner, hospital, specialist appointments and community supports.

Nurse navigator services provided at Sunshine Coast Hospital and Health Service:

Coordination of patient centred care

- Providing support, advocacy and care coordination across your health care journey, from community, G.P., hospital and home again.

Creating partnerships

- Working closely with you, your G.P, medical specialists, allied health specialists (such as physiotherapists and occupational therapists), Aboriginal and Torres Strait Islander healthworkers, and other organisations or care providers involved in your care to support you in your health care journey.

Improving patient outcomes

- Providing education to you and your family to support you to make informed decisions about your health care and advanced care planning
- Working closely with you and your family to develop health care goals care plans to assist you to better manage your own health and to promote your independence
- Assisting you navigate my aged care or other supports services as needed so you can access the care support you need.

How to contact the nurse navigator service:

Hours of service

- Monday to Friday 8.30am to 4.30pm excluding public holidays
- Gympie Community Health Centre: 5489 8690
- Nambour Community Health Centre: 5470 5703
- Caloundra Community Health Centre: 5436 8552



This patient publication was developed with input from healthcare consumers. Sunshine Coast Hospital and Health Service is accredited by the Australian Council on Healthcare Standards, for more information see www.safetyandquality.gov.au or ask a member of staff.



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