

# Nurse Navigators

## Information for child and youth 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 child's health care journey, from community, G.P., hospital and home again.

### Creating partnerships

- Working closely with you, your child, your paediatrician, 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 child's care to support you in your child's health care journey.

### Improving patient outcomes

- Providing education to you and your family to support you to make informed decisions about your child's health care and advanced care planning
- Working closely with you and your family to develop health care plans to assist you to better manage your child's health and to promote their independence
- Assisting you navigate child's health journey and supporting you to access other supports services as needed.

## 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



**Standard 2**  
Partnering with consumers



**Standard 11**  
Service delivery



**Standard 12**  
Provision of care



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