

## Patient Navigator Services

The [ADPKD Centers of Excellence](#) program is built upon the belief that the best way to provide ADPKD-centered care is through patient-focused, comprehensive care with the coordination and support of an integrated care team guided by patient navigation services. The program's mission stands on three pillars: understanding PKD through research, ensuring better care for all individuals with ADPKD, and educating and empowering the community.

Under supervision of the Clinic Director, those serving in the patient navigator role will provide comprehensive coordination of care for patients with ADPKD and their families/caregivers, to eliminate barriers to timely care, facilitate flow through the system, facilitate interactions with clinical research, increase patient and provider satisfaction, maintain point of contact with providers and serve as the first point of contact for patients and families with ADPKD.

*Patient navigation services can be offered by one or more personnel to meet the following role requirements. ADPKD Centers of Excellence are eligible to apply for funding to support these activities and are required to have them in place by year three of designation.*

### **Role responsibilities include:**

- Oversee the planning, scheduling, and implementation of day-to-day clinical activities and procedures for ADPKD patients.
- Assist patients with ADPKD with referrals to outside resources and care coordination as needed.
- Schedule follow up visits (e.g., phone calls) to ensure the patient's needs were met during the care visit and confirm any medication changes
- Provide education and acts as information resource to patients with ADPKD
- Provide proactive annual check-in with each patient to assess need for other services they may not be aware of (e.g., mental health, nutritionist, pain specialist)
- Collaborate with medical providers, patient care staff and clinic management in the planning and implementation of patient and staff education on ADPKD.
- Facilitate pre-authorization for insurance coverage of medication, imaging, and other services key to ADPKD management
- Refer as needed ADPKD patients to kidney transplantation or educate on various dialysis modalities
- Be the central point of contact for all navigated patients with ADPKD; including interaction with medical, nursing, ancillary services, and when appropriate the clinical research coordinator. Identify potential patients for Clinical Trials protocols and coordinates with the research coordinator to consent the patient.

*Centers will be asked to comment on the status of their patient navigator services program in their annual reports. If no sufficient program available by end of the designation term (year 3), then PKDF will withhold an additional COE designation until complete.*