



# INTRODUCING JFS PATIENT NAVIGATOR LGBT+ EXPANSION

A Trusted Ally at Medical Appointments

508-875-3100

**JFS Patient Navigators are carefully screened volunteers who:**

- ◆ Help prepare for upcoming medical appointments, review concerns and frame questions
- ◆ Serve as a companion to medical appointments and procedures
- ◆ Provide transportation as part of the Patient Navigator service
- ◆ Facilitate communication between doctor and patient
- ◆ Take notes during the visit
- ◆ Assist in scheduling follow up care and picking up prescriptions
- ◆ Support independent living

**Our Clients:**

- ◆ Older adults aged 60+
- ◆ Live in Framingham and surrounding towns
- ◆ Able to enter/exit car independently
- ◆ One week advance notice
- ◆ Call to determine eligibility

**JFS Ally Navigators are provided additional training specific to the health needs of LGBT+ older adults. They are Patient Navigators who:**


- ◆ Ask about and respect patients' varied wishes regarding their identity and their medical care
- ◆ Help patients prepare for logistic concerns related to check-in or intake procedures
- ◆ Soothe patient worries about seeing a new or less familiar provider
- ◆ Can serve as a buffer for the patient during conversations with staff
- ◆ Seek to empower LGBT+ older adults to make informed decisions about their health care



**Standing Up For  
Those Left Behind**  
jfsmw.org



**Patient Navigator  
since 2015**



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To learn more about this free service, contact us at:

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Independence • Dignity • Piece of Mind

**VOLUNTEERS NEEDED**

**Contact Us Today to Learn about Joining Our Team of Skilled Patient Navigators**