

## Patient Navigator Certificate Program

### Frequently Asked Questions

#### **How do I enroll?**

Registration for all classes is done through the School of Extended Education. Registration may be completed in-person, by mail, by phone at 707-664-2394, by fax at 707-664-2613.

#### **Who should I contact with questions before I register?**

You can contact Marcia Harrigan at 707-664-3011 with general questions. For more detailed questions you can contact Pam Koppel at 707-284-9235.

#### **When is the enrollment deadline?**

You must be enrolled in the program by August 31.

#### **When and where are the classes held?**

The class meets for two semesters, one full weekend day per month (Saturday or Sunday). There will be one weekend each semester when the class meets both Saturday and Sunday. For more information, check the Course Catalog.

There will also be a significant amount of on-line work including working in groups on Google Groups. You will not need any special training or computer knowledge to participate, but will need access to the internet.

#### **Do I have to take all the classes?**

Yes, you must be present for and complete all the classes to get your certificate.

#### **Can I make up classes if I miss them?**

We do not have a make up mechanism at this time. Contact Pam Koppel at 707-284-9235 if you have special considerations

#### **What is the refund policy?**

Students must register before the class begins to be eligible for a refund. Students who register on the day of class are not eligible for a refund. Refunds will be granted to eligible students who have notified Extended Education of their intent to drop **before** the class begins. To drop, please contact Marcia Harrigan at 664-3011 or [marcia.harrigan@sonoma.edu](mailto:marcia.harrigan@sonoma.edu).

#### **What is the cost of the program?**

The entire certificate program is \$3750. There are also elective courses you can take for \$75 per course. The cost includes the internship and monthly one-on-one supervision.

**I noticed we are required to get sessions from complementary/alternative providers. Do we pay that ourselves?**

If you live locally in Sonoma County, we will work to arrange a network of providers with whom you will receive your sessions. We will make every effort to find providers where there is not a charge. If appropriate, they may serve as your referral list when you begin your Patient Navigation internship.

If you live outside of Sonoma County we will assist you in developing your opportunity for complimentary sessions in your area.

**Is this class for academic credit or continuing education?**

Continuing education units will be provided for nurses, LCSW's and MFT's. Acupuncture CE's are pending.

**How will my Patient Navigation skills be evaluated?**

For successful completion of the program and thus to obtain a Patient Navigation Certificate, all participants will demonstrate Patient Navigation skills that meet specific criteria. These will be outlined and addressed during the course. Your Navigation skills will be assessed in a variety of ways including observation, videotaping sessions, feedback from intern sites and client feedback.

**Do I have to have a license in the health care field? What happens if I am not a licensed health care provider?**

You do not have to have a license in the health care field to participate in the program or to receive a certificate. However, if you have no experience in the health care field, we may not place you in a western medical setting for your field experience. There may be opportunities to place non-licensed individuals in integrative or complementary medicine practices, and/or you would have to find your own clients to work with to gain your field hours.

**What kind of jobs can I get once I graduate?**

The term Patient Navigator is being used for a wide variety of positions. It is listed in a 2010 research study by the Partners in Care Foundation as one of the top 6 emerging "enclave" (second) career opportunities in the healthcare field.

There are now many jobs in the field of Oncology (cancer) for Breast Care Coordinators (breast cancer navigators) or Nurse Navigators, who are employed by major health care systems. These positions are for licensed health care providers.

There is also another level of Patient Navigators emerging which does not require a license, again in the field of oncology. These "lay" Navigators are found in hospitals, clinics and other health care settings. Our program will introduce Patient Navigators into the medical office setting, with the goal of establishing the importance of the role as a support to physicians and their staff. Participating in this groundbreaking effort will be part of the excitement of pioneering the role of a Patient Navigator with an Integrative Health Specialty.

Lastly, there is the option of having a private practice as a Patient Navigator, where you work for yourself and build your own client base. We will offer a workshop on marketing yourself upon completion of the certificate program.

**Will you help us with our internship placement or do we find the placement ourselves?**

We will identify local placement sites and do our best to match students with the medical facility that meets the needs and desires of both parties. If you are presently working in a health care setting and wish to do your field work there, you may do that as well.

**If I am not local, how will that work?**

If you are coming from outside Sonoma County, you will need to identify your own placement site. We would be happy to provide you with any paperwork or information you will need to facilitate this placement. Your site will then need to be approved before you start.

If you will be providing Patient Navigator Services in your area, you can identify local practitioners and ask that they give you a demonstration session in exchange for listing them on your referral list to your patient/clients. We will also provide you with any needed documentation for this process, as well as help you learn to identify and assess for quality providers in your area.

**Is there any financial assistance available?**

While the Patient Navigator Certificate Program does not qualify for federal financial aid, it does qualify through Workforce Investment Act (WIA). The purpose is to provide customer-focused employment training for adults and dislocated workers. For more information contact your local Workforce Investment Act Office listed at <http://www.edd.ca.gov/wialoc.htm>. Click on "Jobs & Training" tab then clicking on "Find an Office".