



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**



Stephanie Rohr

475 Franklin Street, Suite 101
Framingham, MA 01702
Phone: 508-875-3100 x.110
Emergency Phone: 508-740-7132



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

JFS of Metrowest
475 Franklin Street
Suite 101
Framingham, MA 01702
Phone: 508-875-3100 x 110
Fax: 508-875-4373
Email: patientnav@jfsmw.org
Web: www.jfsmw.org

Independence • Dignity • Piece of Mind

VOLUNTEERS NEEDED

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

Strengthening Lives

Building Community

About JFS Elder Services

Comprehensive services that support families and help older adults maintain independence.

- Elder Care Solutions
- Homecare, Homemaking and Personal Care Services
- Home Safety Evaluations
- Long Term Care Planning
- Health & Wellness Programs
- Warm Connectors
- Family and Caregiver Support
- Lifeline Medical Alert
- Help with Medical Appointments



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JFS of Metrowest

provides vital social, health and community services to alleviate suffering, enhance lives and support people in need.



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JFS receives support for the Patient Navigator Program from many donors including significant commitments from:

- *Cummings Foundation*
- *CJP along with its generous donors*
- *Massachusetts Health Decisions*
- *Sanofi Genzyme*
- *Tufts Health Plan Foundation*
- *Momentum Fund*
- *Harvard University Memorial Church*

**A Trusted Guide
at Medical
Appointments**

**Ally
Navigators**



JFS of Metrowest



A Trusted Guide At Medical Appointments



Do you know someone who feels anxious about going to the doctor because of their LGBT+ identity?

They're not alone! Nearly 30% of LGBT+ older adults delay going to the doctor, because of such anxiety.

JFS Ally Navigators accompany older adults during medical appointments and provide support so they can get the care they need.

If you or someone you know would benefit from support at medical appointments, call (508) 875-3100 x110

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- ◆ 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 medical staff
- ◆ Seek to empower LGBT +older adults to make informed decisions about their health care



Put Yourself in the Picture!

Call today to learn how you can join the JFS team of volunteer Ally Navigators.

The JFS Ally Navigator service is available free of charge to older adults who qualify

Our Clients:

- Older adults aged 60+
- Live in Metrowest
- Are able to enter/exit car independently
- Provide one week notice for all appointments

If you are a volunteer seeking engaging and rewarding work, or an older adult in need of services,

JFS Ally Navigator Program may be the answer for you.

**Find out more:
(508) 875-3100 x110**

Call and leave a message 24/7. Your call will be returned the next business day.

“What you do makes a difference and you have to decide what kind of difference you want to make .” Jane Goodall