The services of our Breast Care Patient Navigators are available to you from the time of an abnormal mammogram or a lump is felt. If you are diagnosed with cancer, our Navigators will guide you through the completion of your cancer treatment and beyond. In addition to being knowledgeable and efficient, our navigators are compassionate. She will understand your hopes and concerns.

You can feel free to talk with her about all the ways in which your cancer diagnosis affects your life and the life of your family.

To find out more about our Breast Care Patient Navigation service, please contact:

Lisa Spencer, M.Ed, BSRT(T), CN-BI
Breast Patient Navigator
Penn State Health St. Joseph
2500 Bernville Road, P.O. Box 316
Reading, PA 19603-0316
Office: 1-610-378-2959
Cell: 484-269-1010
E-mail: LSpencer2@PennStateHealth.psu.edu

-or-

Maria S. Jimenez, BS
Bilingual Patient Navigator (Promotora)
Penn State Health St. Joseph
2500 Bernville Road, P.O. Box 316
Reading, PA 19603-0316
Cell: 610-334-2153
Email: MJimenez1@PennStateHealth.psu.edu
Website: ThefutureOfHealthcare.org
If you have had an abnormal mammogram or are facing a cancer diagnosis, you may feel overwhelmed by the important decisions you need to make about treatment, family, employment, insurance and more. The stress can require energy that would be better devoted to your care and treatment.

Our Breast Care Patient Navigation service is designed to support and guide you and your loved ones on your journey through diagnosis, treatment and recovery. Evidence shows that having a navigator available to assist throughout the process can dramatically improve patients’ chances of receiving the best possible care.

The goal of our free Breast Care Patient Navigation service is to assure that you receive timely, quality treatment for your breast health issues. Our navigators are experienced professionals who work with our entire team of cancer professionals to provide you with all the services you need. Our navigators will work to remove any barriers that stand between you and effective, comprehensive cancer care. They will also help you adhere to your treatment plan and any lifestyle changes it requires.

Our trained navigators will work with you to accomplish any or all of the following:

- **Find the information you need to make decisions.** Your navigator can ensure that you have the most current and complete information on your treatment options.
- **Answer questions about your care.** You may ask your navigator any question about your diagnosis and treatment; she will consult with physicians and other care providers as needed to help you find the answers.
- **Coordinate appointments with physicians and other care providers.** Your navigator will ensure that your appointments are scheduled as conveniently and quickly as possible.
- **Newly Diagnosed Breast Cancer Patients may be referred to our Multidisciplinary Breast Care Clinic.** This program was developed to give patients with breast cancer the opportunity to receive multiple opinions from surgeons, radiation oncologists, pathologists, radiologists, medical oncologists, plastic surgeons, our clinical research nurse, and our Cancer Risk Evaluation Program (CREP) coordinator who will formulate a plan of care for you all in one visit.

- **If you are concerned about your personal and/or family risk factors for cancer, you can be referred to our Cancer Risk Evaluation Program coordinator.** As a part of our affiliation with Penn State Hershey Cancer Institute, we offer a Cancer Risk Evaluation Program (CREP). This program provides a comprehensive approach to your plan of care by providing an individualized evaluation of your personal and/or family risk for developing breast, ovarian, and other hereditary cancers. The CREP program coordinator provides lifestyle information, genetic education, and access to genetic testing for hereditary gene abnormalities as appropriate. Based upon your personal and family risk evaluation, you will receive information to assist in making informed decisions about your healthcare management as well as personalized cancer risk reduction and screening recommendations.

- **Coordinate referrals to other support services within Penn State St. Joseph, such as nutritional counseling, pain management, social work, spiritual care or physical therapy, which may benefit your cancer treatment and recovery.**

- **Find additional resources in the community.** Your navigator can assist you in finding resources in your community, such as the American Cancer Society (ACS) and Breast Cancer Support Services of Berks County (BCSS). These organizations offer many free support services to make your cancer experience easier. The ACS offers many programs such as “Look Good, Feel Better,” “Reach to Recovery” and much more. BCSS is our local source for free Support Groups and much needed emotional support from those that have experienced breast cancer as well.

- **Let you know what to expect during appointments and treatment.** Your navigator can give you previews of what will happen during each appointment and help you keep track of questions you want to ask your care providers.

- **Help you arrange transportation to your appointments.** If you don't have your own transportation, your navigator may be able to assist you in arranging transportation to and from your appointments.

- **Arrange translation/interpretation services.** Let your navigator know if you need translation or interpretation services at your appointments with care providers. If you or your relatives are more comfortable speaking in Spanish, we have a bilingual Navigator to work with you!

- **Organize and understand your paperwork.** Keeping paperwork organized is important to receiving maximum benefits from your insurance provider and other sources of payment. Your navigator can also refer you to people who will help you understand your benefits.

- **Identify sources of financial support.** If you don’t have insurance, or your insurance does not cover the entire cost of your care, your navigator, our Oncology Social Worker and/or our Financial Counselor can help you find sources of financial assistance.

- **Identify cancer research trials for which you may qualify.** Your navigator will work with our clinical team and research associate to help you determine if there are any trials of new treatments in which you could participate.

- **Provide emotional support and understanding.** Cancer treatment can be physically, emotionally and spiritually demanding. Your navigator can help minimize any distress by listening to your concerns and referring you to sources of helpful information and support.

- **Coordinate any follow-up care at the completion of treatment.** Your navigator can help guide you to the next stage of recovery from or management of your cancer.