

BACKGROUND

The role of patient navigators (PN):

- to connect new patients to care
- to assist those already diagnosed by acting.

An **effective** PN is:

- successfully building relationships across institutions
- focused on solving problems
- a credible source of information
- a good manager of diverse information

BBSF is the first **NGO** in Romania that, since 2017, added to its team the profession of **Hepatitis Patient Navigators**.

DESCRIPTION

At BBSF, **PN's objectives** are:

1. to assist patients in accessing public health services ;
2. to build self-management skills for all beneficiaries living with viral hepatitis.

Goal: to improve their quality of life.

Responsibilities:

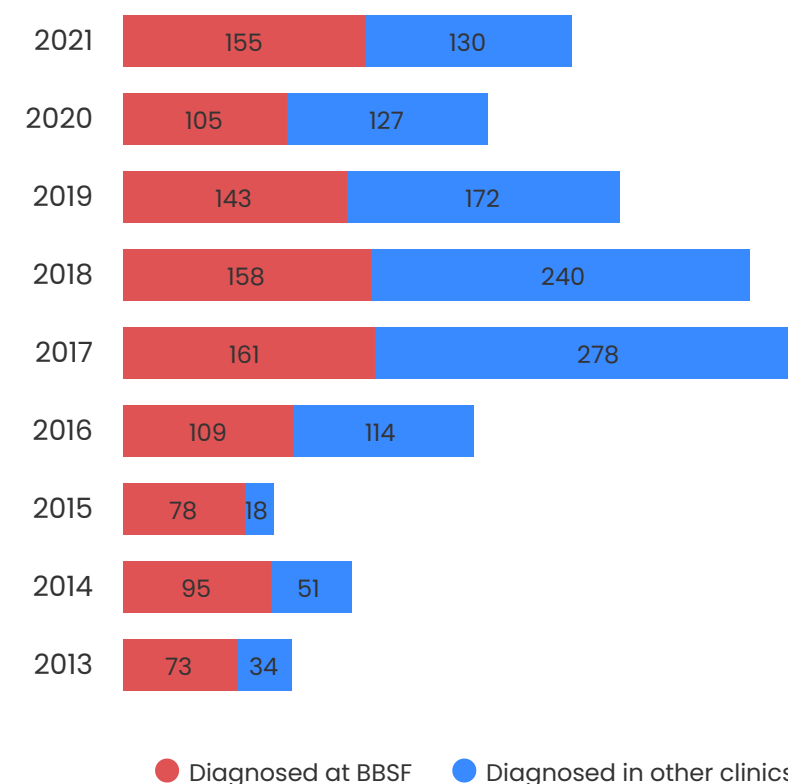
- counseling for diagnosis disclosure;
- lifestyle interventions to support health goals;
- orientation within the public health system;
- counseling for adherence to medication and medical recommendations;
- offering financial support for coverage of blood tests costs;
- counseling about the rights and benefits of people with chronic diseases.

LESSONS LEARNED

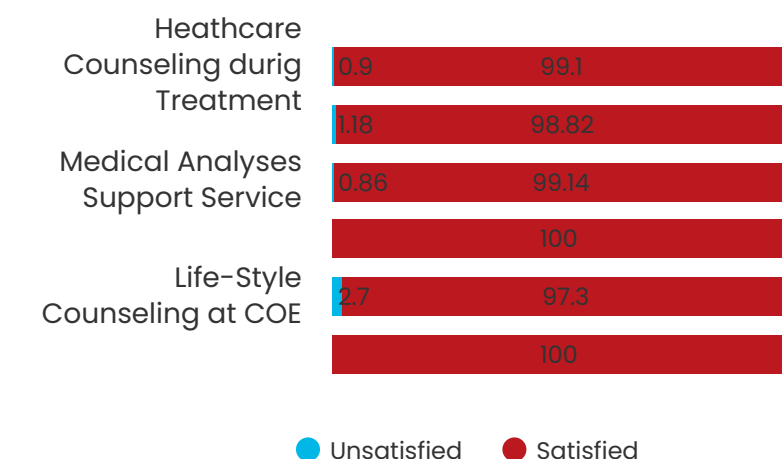
Before setting up the PN team, BBSF had a lower number of long-term patients supported.

Adding **PNs** to the team increased the number of patients and the overall retention in care of the cases.

Patients Receiving Long Term Services
at BBSF



Hepatitis Patients' Satisfaction Assessment as
per Requested/Accessed Services (2021)



CONCLUSIONS

- PNs have proved critical during the pandemic when they had to learn and deliver critical information to patients and guide them on how to safely access services.
- PNs meet patients in different stages of their journeys: newly diagnosed cases, persons diagnosed but lost in the system and never treated cases with relapses, and retreatment, but also monitor patients at least 12 months after treatment completion.
- Lifestyle follow-up unfolds annually for several years (average 3.7 years)