



HEALTH NAVIGATION SERVICE

FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

1. What is the Health Navigation Service? How can it help me and my family?

Health Navigation Service (HNS) provides murids with information on how to manage their health, supports navigation of healthcare resources in the community and enables murids to make informed decisions about their wellbeing. HNS also advocates for murids to receive care in a timely manner.

2. Is Health Navigation Service different from Medical Advisory Service/Timely Access?

Health Navigation Service was previously known as the Medical Advisory Service/Timely Access. Medical Advisory Service (MAS) was rebranded to HNS to better reflect scope and create further awareness of our program amongst the Jamat.

3. How can I contact the Health Navigation Service?

To ensure confidentiality, appropriate documentation and follow up, we encourage leadership and murids to reach out to us through the following methods:

- Submit your request at <https://iicanada.org/jamati-service-request>
- Call the Health Access Line at 1-888-536-3599. Live agents are available to take your call on Monday, Wednesday, Friday, and Saturday from 2-6pm local time.
- If you are calling outside of those hours, please leave a voicemail by following the instructions on the line. A volunteer will get back to you within 48 hours.

4. Is my information confidential? What happens to my data?

Yes, all your information is stored in a secure database that is only accessible by trained Health Navigation Service volunteers. We consider the confidentiality and privacy of our murids of utmost importance. Our staff and volunteers are trained to follow a standard process to assess and follow up on cases appropriately.

INFORMATION ABOUT PROGRAMS AND SERVICES

5. Can the Health Navigation Service help me figure out where to get my COVID and/or Flu vaccine?

Yes, our volunteers can provide you information about local pharmacies and/or clinics where you may be able to get your COVID and/or Flu vaccine, pending availability. Our volunteers are trained to support murids with information about Health Navigation Service resources and broader resources within the local community.



6. Can the Health Navigation Service help me find an *Ismaili* family physician?

Health Navigation Service does not facilitate searches specifically for *Ismaili* physicians. However, Health Navigation Service can direct you to resources to help find a family physician in your community to help meet your needs.

7. I have been recently diagnosed with a disease. Can the Health Navigation Service provide me with a second opinion?

Depending on your case, Health Navigation Service subject matter experts may be able to provide more information on your diagnosis and treatment options that you can then explore further with your family doctor or specialist. However, please note that Health Navigation Service does not replace the role of a family doctor and murids are encouraged to seek care from their existing care providers for all health issues.

8. I have been on a waitlist for 3 months. Can the Health Navigation Service help expedite my case?

Health Navigation Service cannot expedite access to tests or specialists. However, support may be available to answer any questions about *the process* to find a specialist and/or access testing. HNS can also provide guidance on alternative routes of care and how to advocate for timely access to services to avoid deterioration of health.

9. Can Health Navigation Service help me cover financial costs associated with my healthcare?

Some financial support may be available and the HNS team can help fill the application on behalf of the murid. Currently, Health Navigation Service offers a subsidy program, based on financial need, for medication, medical devices, and mental health counselling. Please contact us to learn more about these programs and to assess your eligibility

10. I have an emergency. Can you connect me to a physician?

Health Navigation Service does not handle emergency situations. Please follow regular protocols and reach out to 911 if you have an emergency.

LEARN MORE

To learn more about us, please check out our website at <https://iicanada.org/programs-services/health-wellness/health-navigation-service>