



## HEALTH NAVIGATION SERVICE

### INFORMATION SHEET

#### VISION

The Canadian Ismaili Jamat will be informed consumers of their healthcare and are able to play an active role in the management of their own health. Some members of the Jamat may experience barriers in accessing and navigating the health system and will be supported by the Health Navigation Service team.

#### MISSION

Enable members of the Jamat to access healthcare resources, optimize navigation through the Canadian healthcare system and make informed decisions about their wellbeing.

#### SCOPE:

There are 3 main areas where Health Navigation Service supports the Jamat:

- 1. Information:** Provide knowledge and education to empower murid's management of their health. Examples include:
  - *What does my diagnosis mean? What are the various treatment options?*
  - *What does this test look for? Why is it important I complete this test?*
  - *What does this medication do? What are the main side effects of this medication?*
- 2. Navigation:** Leverage community resources and liaise with local agencies to remove barriers to care, especially in marginalized populations.
  - *I don't have a Family Doctor, can you assist in helping me find one?*
  - *I don't have health coverage, how do I find affordable dental/vision care or affordable medications/medical devices?*
  - *I am looking for mental health support, where do I start?*
- 3. Advocacy:** Optimize standard of care among murids by utilizing Health Navigation Service resources and broader resources within the Ismaili community.
  - *I have been diagnosed with a serious medical condition and I'd like to speak to someone to ensure that my treatment is on track.*
  - *Is there a type of specialist that would best assist me in my care?*
  - *How can I communicate better with my Family Doctor about my health care needs?*

#### CONTACT US

- Submit your request at <https://iicanada.org/jamati-service-request>
- You can also connect with us through the ACCESS Line at **1-888-536-3599**.
- Live agents are available to take your call on Monday, Wednesday, Friday and Saturday from **2-6pm**.
- If you are calling outside of these hours, please leave a **voicemail** by following the instructions on the line.



## WHAT TO EXPECT

- A Health Navigation Service team member will respond to the murid's request within **48 hours** by phone to do an initial intake and triage. Depending on the concern, this may be the only contact required between the murid and the team.
- If further support is required, the murid's information will be shared with a Subject Matter Expert (for example, a nurse or a physician) to provide additional support. These volunteers have access to resources, services, and a database of specialists that they can involve as needed. Every attempt will be made to contact the murid within **48 hours**.
- All volunteers are bound by their provincial Professional Colleges' role and responsibilities and will ensure that they are working within their professional scope of practice.

### List of Key Programs and Services:

The Health Navigation team provides Jamati members with information about healthcare resources and supports navigating the Canadian healthcare system. Additionally, we also provide access to several specialized programs and services, some of which are listed below:

- **Primary Care Support:** Through this initiative, our goal is to ensure that murids have access to a primary care provider. This includes supporting murids with information on how to find a primary care provider, including options for virtual providers.
- **Mental Health:** Each Health Navigation Service team has a mental health professional to support murids with complex and chronic mental health issues. Support could be for the murid or for their family members.
- **Medical Arjis:** This service supports those murids who wish to make a submission to Mawlana Hazar Imam regarding serious/terminal illness in themselves or a family member. Our team provides a letter from a medical professional reviewing the case & provides support to ensure all available treatment options are explored.
- **Psychotherapy Subsidy:** This service is available for low-income murids who may be suffering from a mental illness and have exhausted low-cost community resources. Up to \$600 per murid is available per application (Repeat applications are permitted within the same fiscal year with a financial assessment required upon subsequent assessment) and our team can assist the murid in filling in the application. Subsidies are also available for certain clinically indicated psychological assessments.
- **Pharmacy pathway:** Each regional team also includes a pharmacy expert who can locate, educate and help navigate the pharmacy services that are available to Jamati members in their respective regions. Pharmacy experts can also assist murids who require financial assistance through the Medication subsidy program.

## SERVICE STANDARDS

- We provide support for **non-emergent** conditions only. For urgent or emergent conditions, Jamati members should follow routine protocols to access Emergency care (i.e. visit your local Emergency Department, call 911)
- We **do not** facilitate searches specifically for Ismaili physicians but may be able to help obtain culturally sensitive and linguistically appropriate services.
- We **do not** replace the role of a family doctor, but we encourage and empower murids to seek care from their existing care providers for all health issues.
- We **do not** expedite access to tests or specialists but can provide information on navigating the system and understanding appropriate wait times for services.

**LEARN MORE**

Check out our website at <https://iicanada.org/programs-services/health-wellness/health-navigation-service>