



Lu'ma Native Housing Society

Welcome to Social Navigation Services

The role of a Social Navigator is to provide support to patients in achieving goals in Social Determinants of Health:

- Food security, shelter, housing
- Financial Security
- Connecting patients with community-based resources, services, and programs
- Government documents, Status applications, and Jordan's Principle
- Advocacy

The scope of practice does **not include:**

- Counseling or mediation
- No outreach services
- No legal advice, or authority to sign contracts or legal documents, such as a Will or Power of Attorney
- Storing ID or other sensitive documents. The patient can provide consent, however, for a digital copy to be uploaded to their electronic medical record file at Lu'ma Medical Centre
- Social Navigators can refuse services if they believe, in their professional opinion, that the service provided is not in the best interest of the patient, or if the patient is ineligible for the program, they want connection to.

Calls and No Shows

- A Social Navigator will initially reach out to the referred patient by phone and email, if available, for a new referral. If the referred patient does not respond on the third attempt, the referral will be closed, and the patient will need a new referral, or they can self-refer again.
- If the patient is 15 minutes late, they may be required to reschedule their appointment

- If the patient cannot attend their appointment, please contact the Social Navigator or Reception to cancel or reschedule your appointment. If the patient no shows twice for their appointments, the Social Navigator may block booking future appointments, or the patient may be required to call for a same day appointment, if space is available.

Privacy and Confidentiality Policy

All information is considered private and confidential. The highest standards are maintained to protect the patients privacy and confidentiality. All completed documents are kept secure, uploaded safely to the patient's electronic medical record at Lu'ma medical Centre, and then mailed, emailed, or faxed (as needed to an agency), returned to the patient at their request, or shredded. However, as professionals we have Duty to Report the following:

- If a person is found to be a risk to themselves or others
- If a child is at risk of neglect or there are child safety concerns
- If records are subpoenaed by a court

I _____, have read and understand the Welcome to Social Navigation services leaflet. The Privacy and Confidentiality Policy has been explained to me, and I accept the conditions set forth.

Print Name: _____

Signature: _____

Date: _____