

Contacting the Nurse Navigator

The Nurse Navigator service can be contacted Monday to Friday, 8am to 4.30pm.

Phone: (07) 4433 2690

Fax: (07) 4433 4551

Email:

THHS-NurseNavigators@health.qld.gov.au

If you are worried or something is very urgent please call your GP or visit the hospital emergency department.

In an emergency situation, please call 000.

The Townsville Hospital
Townsville Hospital and Health Service
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Ph: 07 4433 1111

Published by Townsville Hospital and Health Service
www.health.qld.gov.au/townsville/default.asp



This publication has been reviewed and approved by THHS health consumers.



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Townsville
Hospital
and Health
Service



Nurse Navigator Service

A guide for patients and families of the
Townsville Hospital and Health Service



Nurse Navigator role

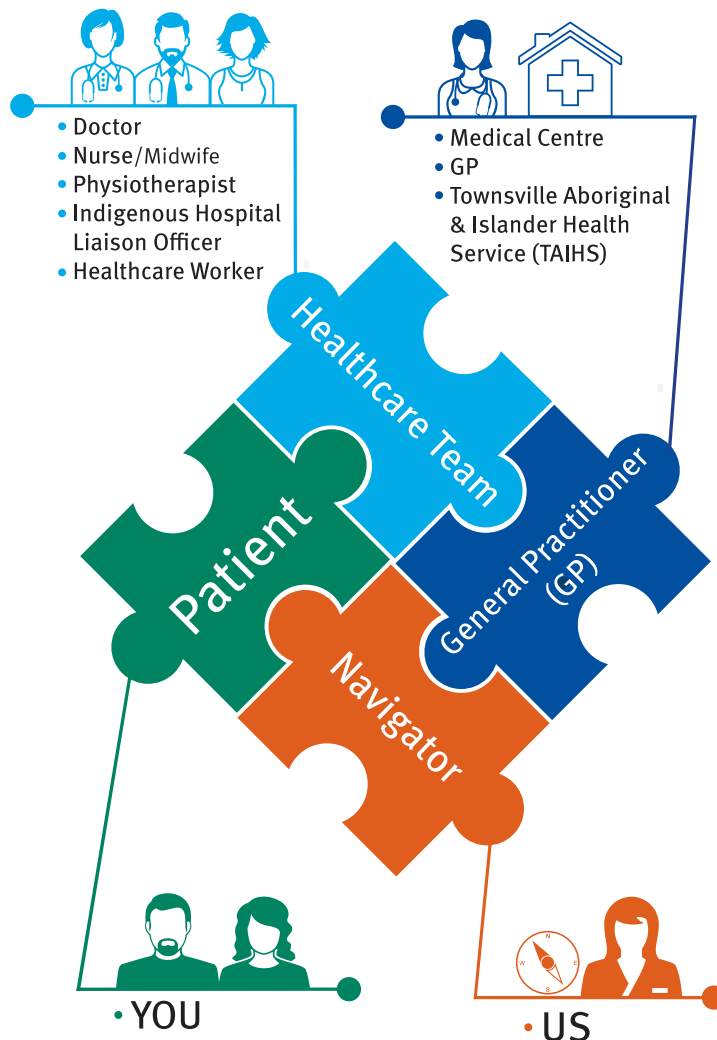
A Nurse Navigator is a nurse with knowledge and understanding of the healthcare system.

Your healthcare can be like a jigsaw puzzle and you can often feel as if there are pieces of the puzzle missing.



The Nurse Navigator can work with you to bring all of the pieces of your healthcare puzzle together.

The Nurse Navigator can work with you and your family/caregivers as well as your General Practitioner (GP) to make a plan of your healthcare picture.



Navigator Service

When the Nurse Navigator meets with you, they will talk to you to find out how we can help you.

- Do you have a chronic condition, for example diabetes or asthma/emphysema?
- Do you find it difficult to understand your illness?
- Do you have lots of tests and appointments, what are they for?
- Would it help you to have someone you can call?

The Nurse Navigator can make a plan with you to fit all pieces of the puzzle together and help you to look after yourself at home.