



Contacting the Nurse Navigator

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

Phone: (07) 4433 2690

Mobile: 0436 682 637

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
PO Box 670, Townsville Qld 4810
Ph: 07 4433 1111

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Nurse Navigator Service

Children and Young People

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 child's healthcare can be like a jigsaw puzzle and you can often feel as if there are pieces of your puzzle missing.

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.

Nurse Navigator principals



Nurse Navigator Service

The Nurse Navigator will meet with you and your child to find out how we can help you.

- Does your child have an acute condition requiring complex follow up, or a complex chronic condition where you see many different people.
- Do you find it difficult to understand your child's illness?
- Does your child 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.

