

HEALTH NAVIGATORS NORTHERN SYDNEY — FAQS for consumers



1800 271 212 Monday to Friday | 11am to 3pm snhn.org.au/health-navigators

What is Health Navigators Northern Sydney?

Health Navigators is a 1800 phone line staffed by experienced nurses to make it easy for you to find local services that are right for your individual needs

The aim of Health Navigators is to save you time by letting someone else with knowledge of the local health, aged care and social services find personalised solutions for you.

What does Health Navigators provide?

- broad assistance with finding local health, aged care and social services (public and private)
- finding services that best fit your budget or is close to your home
- advice on potential service wait times and capacity
- specialist service search (based on your priority needs, find options for location, cost, first available appointment).

Please note, this service is not designed for enquiries needing urgent care or urgent responses. Depending on the nature and complexity of the enquiry, the navigators will search for the appropriate service or information, and if they can't find an immediate solution, they will send you the information by email or will phone you back at a time convenient to you (depending on your preference).

What type of services will the Health Navigators link me with?

Health Navigators can search for a wide variety and combination of health, aged care and social services, depending on your unique situation

What if see a GP inside the Northern Sydney region but I live outside the region?

Health Navigators will be able to navigate to an appropriate service, due to our extensive partnerships and service networks.

What if Health Navigators is busy and I cannot get through?

The service will provide a call back service, or you can send a message through the online form here: <https://sydneynorthhealthnetwork.org.au/programs/northern-sydney-health-navigators/>

What will happen if Health Navigators cannot provide the information I need immediately?

This service is not designed for enquiries needing urgent care or urgent responses. Depending on the nature and complexity of the enquiry, the navigators will search for the appropriate service or information, and if they can't find an immediate solution, they will send you the information by email or will phone you back at a time convenient to you (depending on your preference).

Will Health Navigators make appointments for me?

For the continuity of support and privacy, you will be given a list of appropriate services to choose from to assist with your individual needs.

Will Health Navigators contact a service provider for me?

Health Navigators can contact other service providers to find out costs, eligibility and waiting times if they do not have that information already.

If I require a social worker or a local council social group, can I phone Health Navigators?

Yes, Health Navigators provide information about a range of services for the whole person, not just medical needs.

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