

— PROVIDER FAQs



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 health, aged and social care professionals to find local services that are right for their frail, older or vulnerable patients/clients. It is now also available for your clients to contact.

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 your patient/client.

Can my patients/clients phone Health Navigators?

Yes, Health Navigators had been initially designed to help health and social care professionals find services based on their assessment of their patient's/client's needs. Now the Health Navigators are also available for your patient's/ Clients to phone themselves.

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 patient's/client's budget or is close to their home
- advice on potential service wait times and capacity
- specialist service search (based on your patient's/client's 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 the health provider with?

Health Navigators can search for a wide variety and combination of health, aged care and social services, depending on the unique situation of their patient/client.

Can I pick up the phone about any of my patients/clients?

Health Navigators has been designed to support you to find aged, health and social care services for all older people, although queries regarding other patients/clients can be answered.

I am a GP – can my nurse phone on my behalf?

Yes, any health professional can phone Health Navigators.

What if my patient/client comes to see me but lives outside of the SNHN area?

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 callback 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 my patient/client? For the continuity of support and privacy of the patient/client, the caller will be given a list of appropriate services to choose from to assist them with their patient's/ client's 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 my patient/client needs 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.