Patients' Way
NAVIGATION
Making Healthcare Make Sense.

Guidance.
Support.
Peace of Mind.

OUR SERVICES

You don't have to navigate healthcare alone.

Personalized, non-clinical healthcare navigation and advocacy for individuals and families. We help you get organized, prepare for appointments, and move forward with confidence.

1 Free Phone Consultation
15–20 minutes to talk about your needs. No obligation.

2 Navigation Assessment
60–90 minutes plus a written Personalized Care Plan.

3 Support That Fits
Individual services, packages, or ongoing monthly support.

Signature Services

Detailed descriptions at patientswaynavigation.com

1. Comprehensive Navigation Assessment & Personalized Care Plan
A one-on-one review of your full healthcare situation that ends with a clear, written plan for what to do next.
BEST FOR New clients and complex healthcare situations

2. Medical Record Organization & Personal Healthcare Binder
We gather scattered records, test results, and medication lists into one clearly labeled binder for you, your family, and your providers.
BEST FOR Anyone overwhelmed by medical paperwork

3. Physician Appointment Preparation, Support & Advocacy
Help before, during (when requested), and after your appointment so you leave informed and clear on your next steps.
BEST FOR Important appointments and specialist visits

4. Care Coordination & Healthcare Communication
We help information flow between your doctors, specialists, and family so nothing falls through the cracks.
BEST FOR People with multiple physicians or specialists

5. Family Education & Healthcare Coaching
Clear explanations of diagnoses, treatments, and medications so you and your family can make confident decisions.
BEST FOR Patients and families who need guidance

6. Chronic Illness Navigation & Ongoing Care Management
Ongoing check-ins, organization, and education for people living with long-term health conditions.
BEST FOR Long-term or chronic conditions

7. Aging Adult & Caregiver Support
Guidance, education, and organization for older adults and their caregivers, while honoring the dignity and wishes of the person receiving care.
BEST FOR Seniors and family caregivers

8. Insurance & Healthcare Guidance
Plain-language help understanding your coverage, organizing paperwork, and preparing the right questions.
BEST FOR Insurance questions and healthcare systems

9. Community Resource Navigation
We connect you with nonprofit programs, support groups, transportation, financial assistance, and caregiver resources.
BEST FOR Individuals needing additional support services

10. Advance Care Planning, Life Transitions & Family Support
Education and guidance to prepare for healthcare decisions before they become urgent, and to share your wishes clearly.
BEST FOR Planning ahead or major life transitions

Flexible and ongoing support options on the back →

Call today for a free phone consultation.

(925) 799-0595 patientswaynavigation.com

FLEXIBLE & ONGOING SUPPORT

Choose support that fits your healthcare journey

Appointment Packages

Preparation, attendance, and follow-up review for important visits.

- **Single appointment** · up to 2 hours of support
- **2, 3, or 4 appointments** · bundle and save

Navigation Banks

Prepaid hours to use as needed, valid for 6 months.

- **4-Hour Bank** · flexible support when you need it
- **10-Hour Bank** · for multiple needs without a monthly plan

Monthly Navigation Packages

Consistent, ongoing support with a dedicated navigator.

Up to 4 hrs / month
Essential

Steady help with organization, appointments, and follow-up.

Up to 8 hrs / month
Enhanced

Multiple providers or chronic conditions. Priority scheduling.

Up to 12 hrs / month
Comprehensive

Complex, changing needs. Priority scheduling and greatest access.

How we help

- **Organize information** — records, medications, and appointments in one place
- **Prepare for appointments** — the right questions and clear answers
- **Coordinate care** — better communication with your providers
- **Navigate insurance** — benefits, referrals, and authorizations
- **Support families** — education and a trusted advocate

Every service includes

- Personalized guidance for the individual and family
- Education in clear, easy-to-understand language
- Compassionate advocacy and support
- Better organization and communication
- Help making informed healthcare decisions

In-person appointment support is available within our 20-mile local service area. Travel beyond that may be arranged; added time and expenses are discussed in advance.

FREE Phone Consultation

Let's talk about your situation and how we can help. No obligation.

(925) 799-0595

clientservices@patientswaynavigation.com

1839 Ygnacio Valley Rd., Suite B-167, Walnut Creek, CA 94598

Visit our website

Patients' Way Navigation provides non-clinical healthcare navigation, education, organization, advocacy, and support. Services do not replace medical care or the advice of licensed medical, legal, insurance, or financial professionals.

Making Healthcare Make Sense.

Serving individuals and families in Walnut Creek and surrounding communities.