

What is Patient Navigation:

Oncology Referral Network of America, ORNOA, was originally developed to assist patients reach competent oncological care in South Florida. Patient Navigators strive to provide patients and family members guidance through a complex cancer care system. With the primary objective of ensuring timely diagnosis and treatment for patients.

There can be various barriers that can interfere with good care, such as financial and insurance coverage issues, language and cultural differences, transportation and lodging, biases based on culture, race or age. For patients, fear of the unknown can be the most significant barrier to receiving timely and appropriate cancer care.

*The first patient navigation program in the U.S. was established in 1990 at Harlem Hospital Center in New York City to help improve access to cancer screenings and reduce treatment barriers that existed for an underserved patient population.

Since then, the Patient Navigation movement has grown worldwide and is recognized for improving patient compliance. Patient Navigation is no longer just for cancer cases, and is effectively used for many other cases where coordination of care is needed.

Today we assist patients in need of surgery, cardiology, orthopedic, neurology, urology and many other medical specialties.



PATIENT NAVIGATION



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**Guiding your most important
medical decisions**

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The goal of Patient Navigation:

Promote survivorship and prevent premature death. By leading patients to physicians and medical centers who can provide the right diagnosis and treatments.

Provide preventive education and tests through access to healthcare professionals.

Offer coordinated care by providing:

- Timely appointments to imaging, physician consultations, procedures, surgery and follow up care
- Collaboration between doctors, nurses, social workers, and case managers so that quality care is reached quickly
- Patient education
- A bridge between providers to close gaps in treatment and avoid duplicity
- Discounted care for self pay cases
- Concierge services w discounts for lodging & ground transportation
- Collection and sharing of medical records at the request of the patient
- Companionship to clinic and hospital visits

The cost of Patient Navigation services:

ORNOA'S efforts are supported by physicians, medical centers, and insurance companies who pay a membership fee to belong to the network. These members are committed to providing an optimum experience for all patients. Because we are independent Patient Navigators we have no contractual obligation to guide patients to any medical provider not deemed appropriate for a patient. Our concierge services, which provides corporate discounts to hotels, limo or rental cars are typically paid by the patient, insurance company or sponsoring benefactor.

Qualities of a Patient Navigator:

ORNOA Patient Navigators have over 20 years experience working in the South Florida medical community. With experience in healthcare administration, specifically in radiology, oncology and radiation-oncology. Qualities to be an effective Patient Navigator include knowledge, compassion, and caring behavior that puts patients needs first and above all else.

Their experience helps *identify barriers to care *improves sharing of medical resources in the community *saves money * enhances continuity of care between the referring physician and treating physician * increases patient satisfaction

ORNOA Managing Partners

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ORNOA is supported by South Florida physicians and medical centers that provide treatments for many health conditions. We can connect patients with the following specialties:

- Arthritis/Rheumatology
- Cardiology
- Diagnostic Imaging
- General Surgery
- Gynecology
- Oncology
- Oncological Surgery/Radiation
- Orthopedics
- Obesity/Weight Loss
- Neurology/Neurosurgery
- Oral/Maxillary
- Pediatrics
- Urology
- Wellness/Executive Physicals
- Women's Health

For a complete listing of physicians, imaging and medical centers log on to www.ornoa.com

To learn how we can help you connect with a Patient Navigator to guide your medical needs contact us at:

Miami 305-763-7997

Ft. Lauderdale 954-965-7002

Bahamas 242-676-3966

or info@ornoa.com

What others are saying about us...

After months of worrying, I finally decided to come to the U.S. to see a cancer specialist. I'm glad I did because your help saved my life, and I will be forever grateful.

Breast cancer survivor from Aruba

I am so happy to have been treated with the CyberKnife and not surgery. I'm back home now and hope to see you soon for my follow up visit to Miami. God bless you Shelly and Maria.

Brain tumor survivor from Trinidad & Tobago

Nobody can do this better and with such heart. Thank you so much for taking such good care of my brother. He is back at work and smiling.

Sister of prostate cancer survivor, Florida

There is no way to ever repay you for your kindness and generosity. I felt like a very important person during my entire visit and I will make sure everyone knows about your good deeds.

Lymphoma patient, Jamaica

I will continue to refer patients to you because I know they will be in very good hands. I appreciate the emails and calls to let me know what is going on with my patients. Keep up the good work!

General Surgeon, Bahamas

Thank you for finding such a great price for my surgery. The surgeon was great and your attention to my well being was truly special. My wife and I will be back next year for our physical exams. Thank you

Colorectal surgery patient, Cayman Islands

We are very pleased to be partnering with ORNOA's program. We care about the service our patients get in South Florida, and have received very good feedback from our clients.

Case Manager, TPA Latin American

I would like to take you back to Canada with me this summer. Who else is going to look after me with such diligence? I look forward to seeing you next winter.

Oral-Maxillary Patient, Quebec

ORNOA, LLC is registered in the State of Florida, as an independent entity. www.ornoa.com