



# ORNOA

*Guiding your most important medical decisions*

## Why Hire a Patient Navigator?

In today's complex healthcare environment it is important to have a health advocate. Finding the right specialist, identifying appropriate procedures, understanding treatment options and opening up lines of communications with caregivers can require expert guidance. Having an advisor can ease the burden for patients and family members.

## Who We Are

ORNOA was started in 2010 by two seasoned healthcare managers with over 20 years experience working with South Florida providers. *Shelly Weiss* and *Maria Freed* have put their extensive knowledge to use by assisting local and international patients reach appropriate medical care. Their experience helps identify *\*barriers to care \* improves sharing of medical resources \*saves money \*enhances continuity of care \* increases patient satisfaction.*

## Our Services

- Timely appointments for imaging, physician consultations, procedures, surgery and follow up care.
- Improve communication with insurance carriers by providing guidance on insurance coverage, and request for speedy authorizations and appeals.
- Companionship to clinic and hospital visits.
- Team leadership: *Collaboration between doctors, nurses, social workers and case managers.*
- Discounts for self-pay cases, or patients with high deductibles & co-pays.
- Improve communications with insurance carriers by providing guidance on insurance coverage, and request of speedy appeals.
- Offer second and third medical opinions on cases: *either by remote review of medical records or personal consultations with specialists.*
- Collection and sharing of medical records at the request of the patient.
- Recommendation/Referrals to personal services: *Audit of medical bills, Home Health, Dietitian, Pharmacy, Labs, Durable Medical Equipment, Transportation, Lodging, etc.*

## Our Fees

**Annual membership.** Category levels are available based on client's needs. Recommended for the management of complex or chronic cases, or for patients who need ongoing local representation in South Florida.

**Hourly.** Initial fee is \$225, allows for 3 full hours of service. \$75 per hour thereafter. Recommended for short term objectives, such as specific care management or resolution of medical issues.