



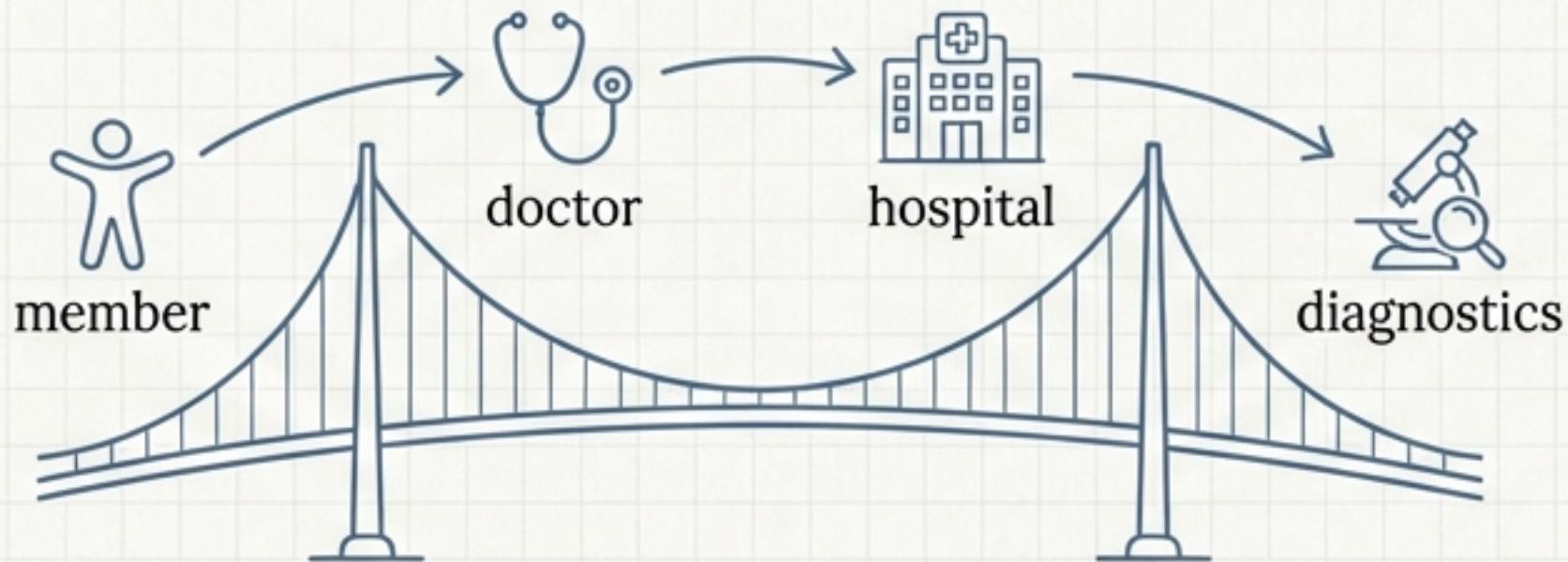
The Navigator Blueprint

A Guide to Your Role as an Essential Human Support System

A Healthcare Guide — Not a Medical Advisor.

You Are the Bridge

A Bridge Between Key Parties



A bridge between member ↔ doctor ↔ hospital ↔ diagnostics

A Human Support System



A human support system providing clarity, continuity, and care.

Core Responsibilities Summary

- Acts as the first point of contact for members.
- Guides members through health services.
- Helps them access correct information and support.
- Ensures smooth communication between doctors, nurses & the family.

The Foundation of Your Practice: Your Core Mandate



EDUCATE

- Provide clear, validated information.
- Explain next steps and procedures without medical interpretation.
- Clarify logistics: where to go, whom to meet.



SUPPORT

- Provide emotional reassurance.
- Act as the member's guide and first point of contact.
- Handle anxious callers with empathy and calming scripts.



ESCALATE

- Recognise red flags and limitations of the role.
- Escalate cases to medical experts when needed.
- Advise immediate ER visits using approved scripts.

The Tools for Building Trust: Essential Communication Skills



Active listening: Truly hear the member's needs and concerns.



Empathy: Understand and share the feelings of the member.



Building rapport & trust: Create a safe and supportive connection.



Using simple, non-medical language: Ensure clarity and avoid confusion.



Non-judgemental: Approach every member with unconditional positive regard.



Clarity of information: Deliver precise, accurate, and easy-to-understand guidance.



Alertness: Stay vigilant for red flags and changes in the member's status.

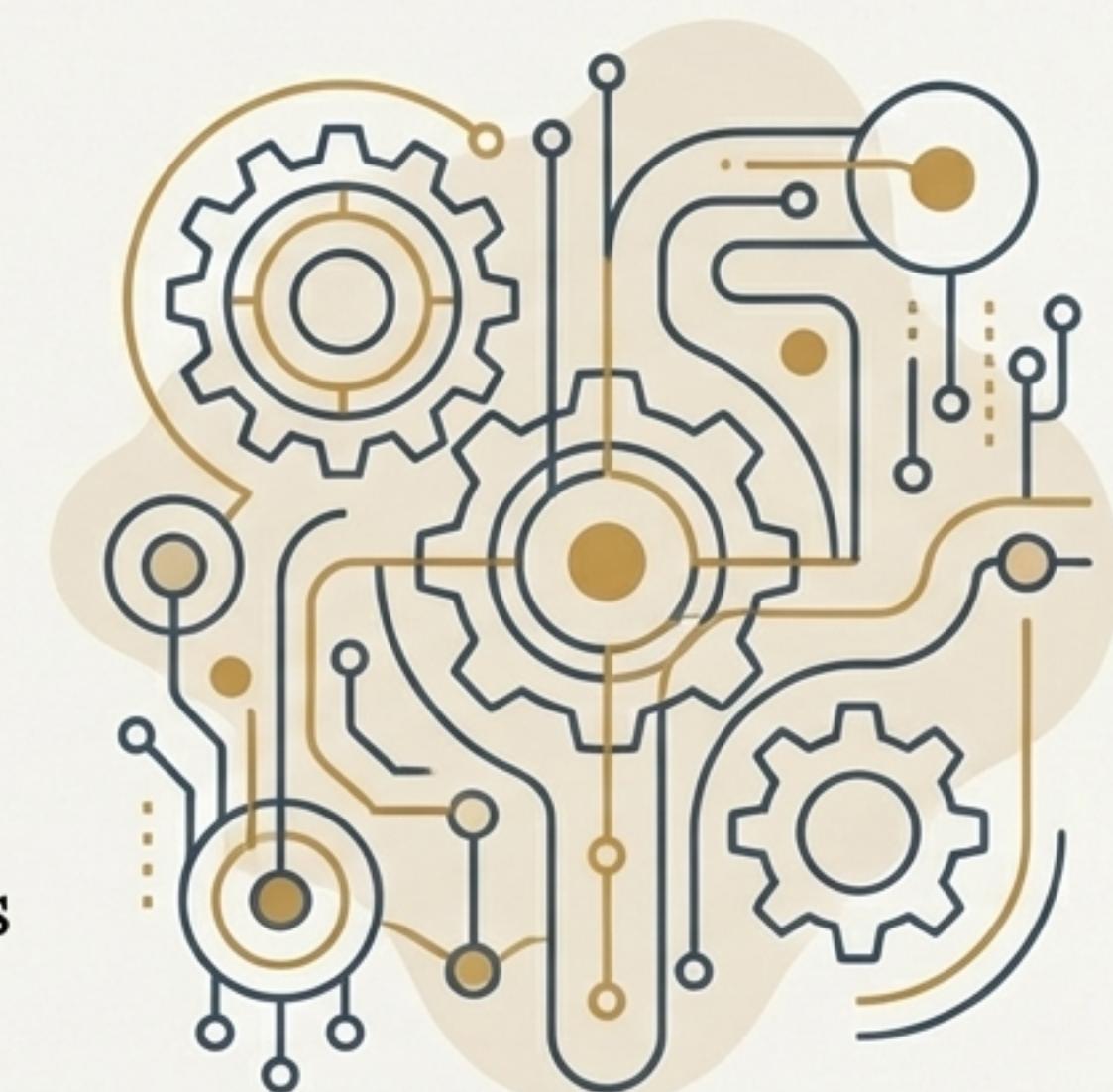


Confidentiality: Uphold the strictest standards of data privacy.

Pillar 1: Orchestrating Seamless Care Coordination

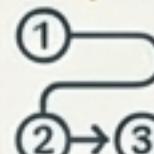
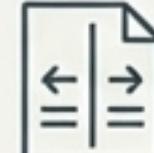
Your role is to manage the logistical complexities of the member's healthcare journey, ensuring nothing is missed.

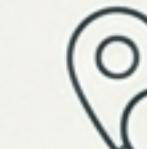
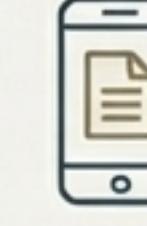
- Book doctor appointments
- Book diagnostics (tests, packages, home sample collection)
- Coordinate surgeries
- Assist in hospital admission & discharge
- Track reports & follow-ups
- Set up teleconsultations
- Arrange home care, nursing, physiotherapy, mental health support
- Arrange ambulance (non-medical role)
- Coordinate priority access
- Provide procedural checklists



Pillar 2: Ensuring Clarity with Communication Support

You are the conduit for clear information, translating complex schedules and instructions into simple, actionable steps.

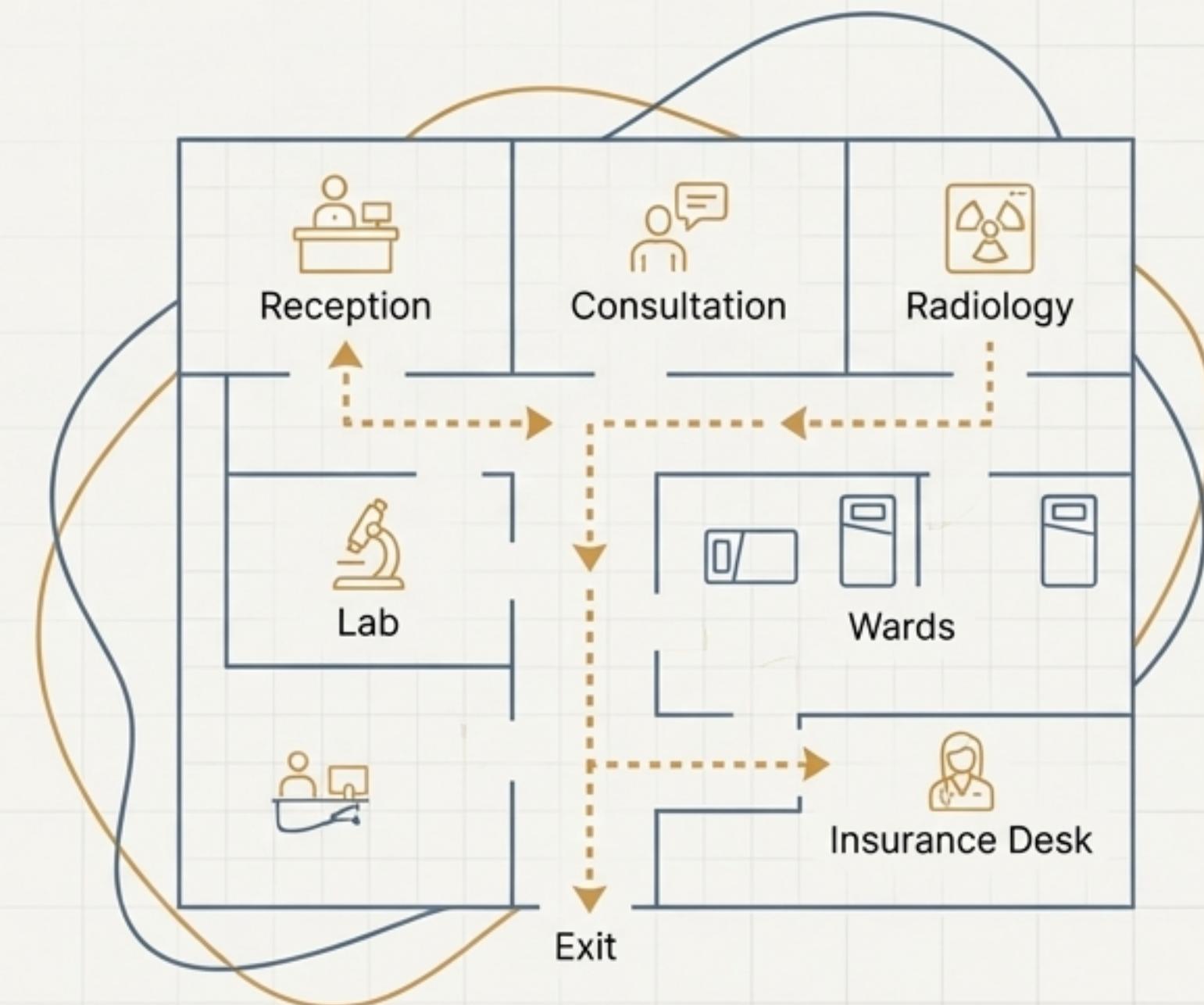
-  Explain what the doctor said (**NOT what it “means”**)
-  Explain next steps
-  Share pre- & post-procedure instructions
-  Clarify logistics: where to go, whom to meet

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-  Provide emotional reassurance
-  Handle anxious callers with calming scripts
-  Send WhatsApp templates with validated health information (nutrition, lifestyle, warning signs)

Pillar 3: Navigating Hospitals & Diagnostics

You demystify the hospital environment, guiding members to the right people and places with confidence.

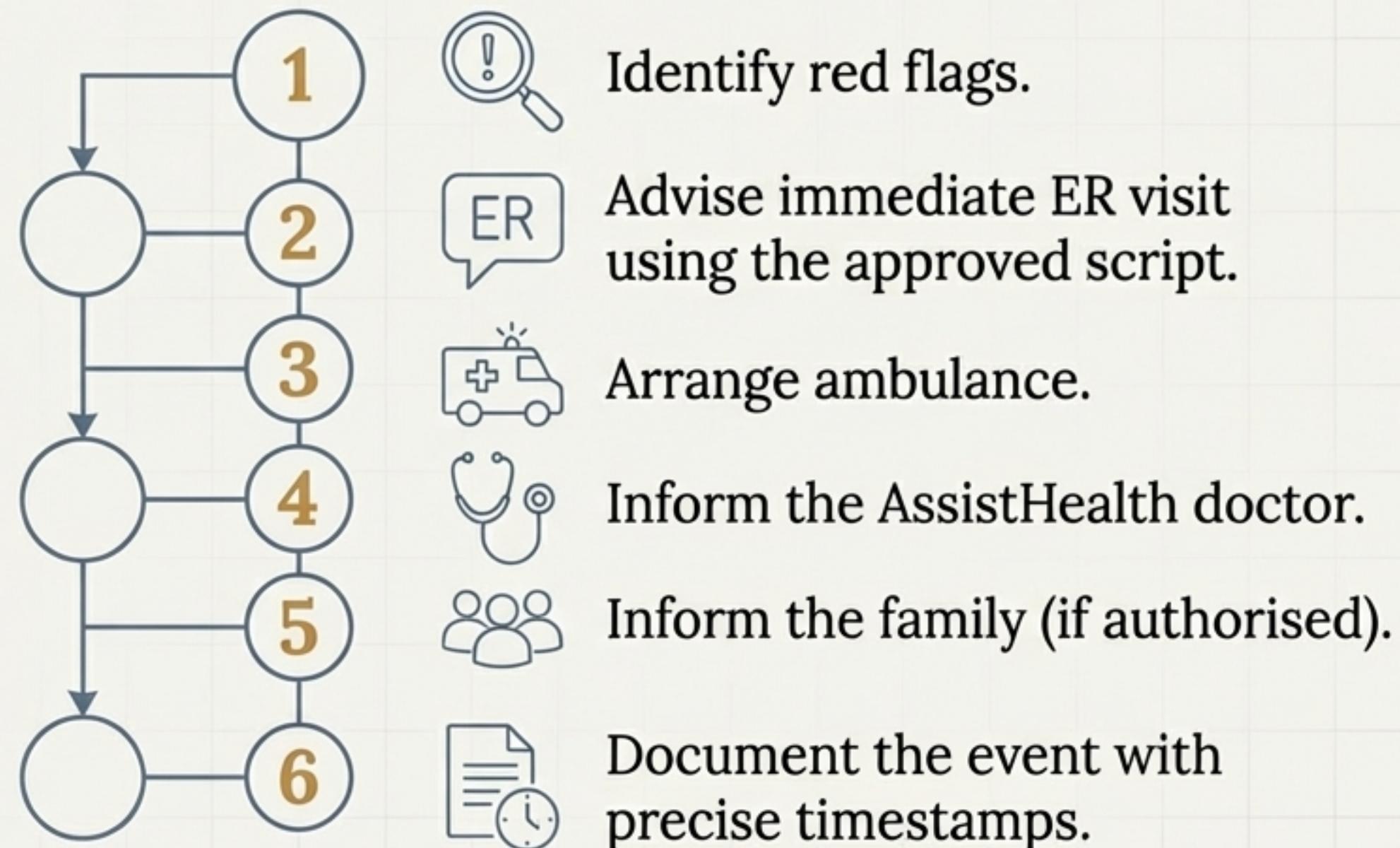
-  Identify the correct department/desk
-  Obtain Point of Contact (POC) name & number
-  Guide members inside hospitals
-  Follow up on admission/discharge status
-  Liaise with the insurance desk
(for non-medical guidance only)



Pillar 4: Managing Emergencies (Non-Medical Role)

In a crisis, your role is to be a calm, fast, and effective facilitator.

Follow the protocol without deviation.



Pillar 5: Upholding Standards with Documentation & Compliance

Meticulous record-keeping ensures continuity of care, protects member data, and maintains professional accountability.

- Record all calls and interactions.
- Update the AssistHealth dashboard.
- Upload reports & prescriptions.
- Maintain DPDP-compliant data handling.
- Prepare audit-ready case notes.





THE HARD BOUNDARIES: ACTIONS YOU MUST NEVER TAKE

- ✖ Diagnose (“This is probably viral infection.”)
- ✖ Interpret medical reports
- ✖ Prescribe or adjust medication
- ✖ Comment on severity (“Not serious / very serious”)
- ✖ Say “wait and watch”
- ✖ Give medical advice
- ✖ Predict outcomes (“You’ll be fine”)
- ✖ Assure recovery
- ✖ Delay red-flag escalation
- ✖ Discuss medico-legal issues
- ✖ Criticise doctors or hospitals
- ✖ Overrule a doctor

Why These Boundaries Exist: Protecting Our Members and Our Organisation

These actions create serious legal and clinical risk.



Clinical Risk

Providing incorrect medical advice, delaying escalation, or misinterpreting information can lead to severe adverse health outcomes for the member. Your role is to connect them to qualified medical experts, not to act as one.



Legal & Professional Risk

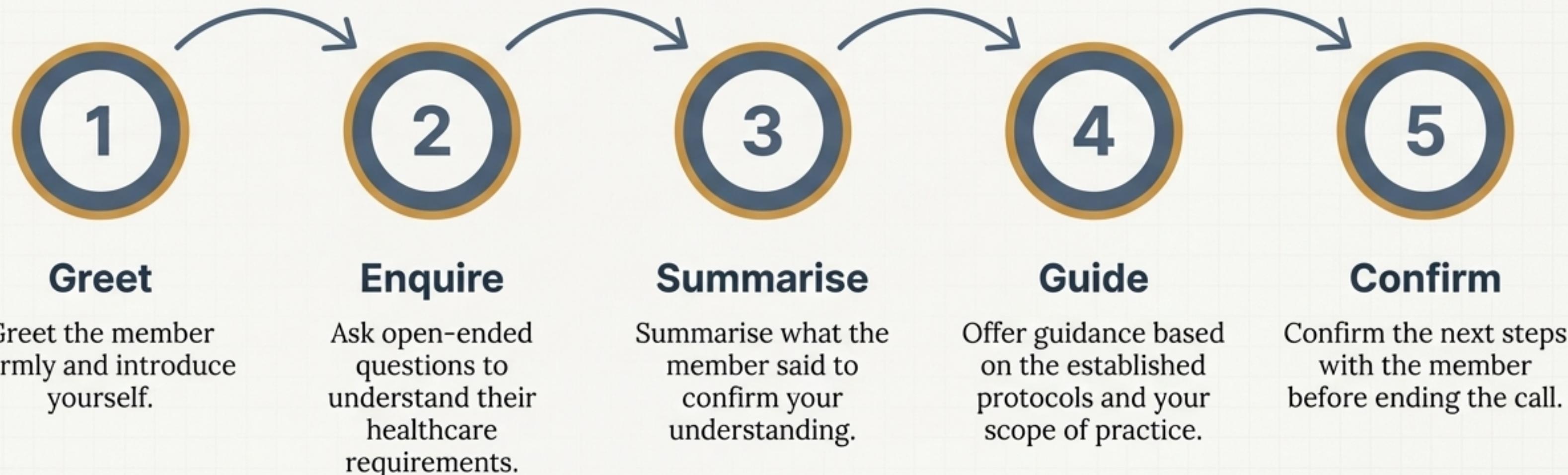
Operating outside the defined scope of a Navigator can lead to legal liability, professional misconduct claims, and a loss of trust in our service. Adherence to these boundaries is non-negotiable.

Recognising Red Flags: When to Escalate Immediately

If a member reports any of the following, you must initiate the Emergency Navigation protocol without delay. This is not a comprehensive list; always err on the side of caution.

-  Chest pain or heaviness
-  Severe pain
-  Bleeding
-  Head injury
-  Difficulty breathing
-  Convulsions
-  Persistent vomiting or diarrhoea
-  Loss of consciousness
-  Paralysis
-  Post-surgery worsening symptoms
-  Dehydration
-  Sudden vision loss
-  Severe allergic reaction
-  Pregnancy bleeding or fluid leak

The Anatomy of a Successful Call: Your Standard Workflow



The Navigator's Code: A Summary of Your Ethical Framework



DO: Educate, Support, Escalate

- Provide clarity on process and logistics.
- Offer emotional reassurance.
- Follow up diligently.
- Maintain meticulous, confidential records.
- Escalate any and all red flags immediately.



DON'T: Diagnose, Interpret, Advise

- Diagnose conditions or interpret reports.
- Give unsupported medical opinions.
- Prescribe or adjust medication.
- Predict outcomes ("You'll be fine").
- Handle medico-legal communication.

Your Purpose: The Human Element in Healthcare



“You are a human support system providing clarity, continuity, and care.”

The system is complex. The technology is powerful. But your empathy, guidance, and dedication are what make the difference. You are the bridge to better, more compassionate healthcare.