

## How to Get Help from Our Team

The Navigation Team works within IPC's Congregational Care Committee, which will connect you with the right team member and oversee how to best meet your needs.

Call or email Nina Toups (703-314-3757, [ntoups@verizon.net](mailto:ntoups@verizon.net)) or David Main (703-283-8320, [david.main@nelsonmullins.com](mailto:david.main@nelsonmullins.com)) and share your situation. You can also speak to any member of Immanuel's clergy (Aaron, Katie or Susan) and they will help to connect you, as well. Know that everyone involved will respect your privacy and be discreet.

## Would You Like to Join Our Team?

We would love to have you! If you have particular talents within the healthcare fields to lend to this important mission, or if you aren't sure but would like to learn how you could help, please contact one of our Navigation Team Leaders, Pat Velander or David Main (*email addresses below*).

The team holds regular monthly meetings and you are welcome to attend and see how you can help.

### Current Team Members

*Marilyn DiLoreto / Cheryl Lindstrom, M.D.  
Jenna Litschewski, J.D. / David Main, J. D.  
Bev Bayes Merson, M.D. / Allan Morrison, M.D.  
Sue Owen / Mark Pacala / Jin Park, M.D.  
Paulette Rainie, P.T. / Beth Simms, M.D.  
Rene Simpson, R.N. / Sue Stoddard  
Nina Toups / Pat Velander, R.N.*

**Comments and further ideas are needed and most welcome!**

Pat Velander

[phvelander@ft.newyorklife.com](mailto:phvelander@ft.newyorklife.com)

David Main

[david.main@nelsonmullins.com](mailto:david.main@nelsonmullins.com)

## Healthcare Navigation Team

### Mission Statement

The Immanuel Presbyterian Church Healthcare Navigation Team (IPC-HNT) is based on the following principles and goals, informed by our faith:

1. Immanuel Presbyterian Church (IPC) is a spiritual community dedicated to a lifelong exploration of faith.
2. A living faith community requires dedication to its members and a commitment to enriching the lives of those around us.
3. Maintaining optimal health is a priority for our members in order to enhance the ability to continue their faith journey independent of age.
4. The complexities of modern medicine include a wide array of insurance options, resources that are challenging to access, confusing alignments of care deliverers, ever-expanding technology options, end-of-life decisions while maintaining dignity, and advances in mental health support, to name a few.
5. IPC-HNT is committed to utilizing the skill sets of volunteer IPC members to support, encourage and advocate for other IPC members facing healthcare challenges to help them achieve a better today, which is the gift we are given each morning.



# Immanuel's Healthcare Navigation Team





## **What is the Healthcare Navigation Team?**

A number of people in our congregation have been seeking help dealing with our complex healthcare system, especially in matters of:

- finding providers of care
- obtaining & choosing appropriate insurance coverage
- understanding bills, copayments & deductibles
- processing claims
- dealing with the business side of healthcare in the midst of difficult medical conditions and crises.

We have formed a team of Immanuel members who have the background, skills and desire to help with these needs. They include physicians, nurses, business people and attorneys, among others. We have identified a range of community health resources such as hospitals, medical societies and social assistance programs with which we can connect patients and their families. Printed material from a number of these organizations is available in the church library.

We work with our pastors and the Congregational Care Committee to connect those in need of help with our team members. We hold regular discussions with members of the congregation to let them know about this resource and to see how it can be most helpful.

## **The Challenge**

For people of all ages, navigating the American healthcare system is increasingly confusing, frustrating, and stressful due to its complexity and a shortage of assistance in understanding what healthcare resources are available, accessible, and appropriate.

People who have serious medical conditions, whatever their backgrounds and experience, are often unable to cope effectively with the stress and time demands of navigating the healthcare system, and can often benefit greatly from some friendly and loving assistance at such times of need and confusion.

## **Our Goal**

Church communities like ours not only know who in their midst could benefit from some special help at times of medical need, but have many resources for offering assistance.



The Healthcare Navigation Team is comprised of adults of all ages within the congregation, who are not only willing to offer assistance to individuals and families in the church who need help with the healthcare system, but who are also willing to learn, train, and be organized in order to help people in effective and appropriate ways. The skills and knowledge of various team members include:

- insurance options (including commercial, Medicare, Medicaid)
- claims-processing procedures
- provider directories
- HIPAA and other privacy rules
- home healthcare options
- medical alert systems
- medical equipment options
- monitoring devices
- long-term care
- end-of-life planning

Our committee includes members who have varying skills in these areas and who are available in a coordinated fashion to be of assistance when and where they are needed. There are likely many people in our congregation who are willing to lend a hand. These include energetic and concerned younger members of the church, who can also relate to younger people and families, many of whom are as challenged by daily healthcare needs as are the older generation, although in different ways.

One caveat is that the Healthcare Navigation Team is set up to give guidance & support, but not medical care or healthcare advice. We must leave that to medical professionals and trained care-givers. What we can do, however, is help you find your way through various options and hopefully ease the stress and confusion at difficult times.