



North Carolina Oncology Management Society

**PATIENT ASSISTANCE: MEETING THE NEEDS OF OUR PATIENTS**

2019 Fall Workshop Agenda – September 12

PROXIMITY HOTEL, Greensboro, NC

7:45 am – 8:45 am **Registration & Continental Breakfast ~ *Meet and Greet Sponsors & Exhibitors***

8:45 am – 9:00 am **Welcome/Opening Remarks & Introductions ~  
Kandis Hill, RN, QMS Clinical Nurse Manager & NCOMS President**

9:00 am – 10:00 am **Navigating Cancer Patients  
Valarie Worthy, MSN, RN, Patient Navigator Manager, Duke Cancer Center**

Patient Navigation created in the 1990's is a patient-center intervention that has gained popularity in many cancer centers. This presentation will provide an overview of patient navigation and strategies to maximize its value. Attendees will:

- Define patient navigation
- Describe patient navigation models
- Identify potential navigation touch points
- Select navigator-specific metrics.
- Identify Patient navigation education and resources

10:00 am - 10:30 am **What is a 501c3 Status?  
Jennifer Pace, CPPM, Patient Services Manager, Cancer Care of WNC**

Learning Objectives:

- People You Should Know
- Qualifying Your Nonprofit
- Steps to Applying for 501c3 Status
- Annual Returns

10:30 am – 11:00 am Break

11:00 am – 12:00 noon **Introducing Hlthe: The Uber of Healthcare  
Dave Graybill, Founder**

Participants will be able to:

- Describe the mission and vision of the Pink Heals organization and how it makes giving personal again
- Describe the various ways fundraising occurs in the United States, and how Pink Heals and Hlthe are changing the giving space
- Describe how Hlthe's use of technology provides accountability, transparency and the capacity for businesses and non-profits to give to individuals, making healthcare accessible to everyone



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12:00 noon – 1:00 pm **Lunch ~ *Visit Exhibitors***

1:00 pm – 2:00 pm **Finding Charitable Assistance: PAN Foundation  
Audrey Quartey, Manager of Provider Relations**

At the end of the presentation, participants will be able to:

- Apply for PAN assistance
- File a claim and receive reimbursement
- Find and maximize PAN resources

2:00 pm – 2:30 pm **Break ~ *Visit Exhibitors***

2:30 pm – 4:00 pm **Financial Navigation – The Who, What, How and Why  
Michelle Weiss, Weiss Consulting**

With a growing underinsured patient population and rising costs of care, the need to prepare patients for financial burdens is crucial regardless of your practice setting. This program will provide an overview of the role of a financial navigator and the successes the navigators have had to ease the negative impact of financial toxicity on patients and the lost revenue of the healthcare organizations. The second portion of the program will allow for an open discussion so attendees will have an opportunity to hear from and learn from their peers. This program is for everyone, whether you are contemplating developing a financial navigation program or, for those that want to enhance what they are already doing.

*Attendees will*

- Learn about the roles and responsibilities of a financial navigator
- Analyze a few real-world success stories
- Discuss challenges and strategies with their peers

4:00 pm – 4:15 pm **Closing Remarks**

#### **CEU INFORMATION**

- *This program is awaiting approval by AAPC*
- *This activity has been submitted to the North Carolina Nurses Association for approval of contact hours. The North Carolina Nurses Association is an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.*