



Patient nurse advocates are Oncology Nurse Experts who take patient safety and the delivery of patient-centered excellent care as a priority, and it is their life purpose and calling. Our patient advocates chose a career in Oncology to serve and allow you the direction, support, and comfort in a time when everything around you is spiraling, not knowing which way to go next or whom to trust. As your advocate, **we are on your side** and have your best interest always, and do not work for the insurance or private practices. Our navigators are authentically solely for your well-being **emotionally, spiritually, and physically**. Patient navigators or discharge coordinators at the hospital leave you at discharge from the hospital's walls. Patient advocacy is your support and building foundation from diagnosis and onward.

So often, patients leave appointments forgetting questions they wanted to ask or feeling the questions, not answers, addressed, or even heard. I remember well the feeling of being a patient myself. **I felt unheard** by the nurses and doctors, fearing the falling through the cracks in the healthcare system and only seen as another patient rather than a person. I felt like a nuisance to everyone I encountered, from my loved ones to the doctors. I went from being an independent, happy, hard-working woman, nurse, mother, loving wife with a future to someone who could not get out of bed because of the immense pain. After seeing many experts, I had pain without any evidence or diagnosis in five years, and no one could help.

Empowering patients with cancer diagnoses to be advocates compassionately and listening with our hearts. Patient Advocate will prepare and empower you to address outstanding concerns, side effect topics, and provide education to utilize and capture the most from the appointment. At the same time, the clinical team may not have the opportunity to elaborate on provided education and treatment options or answer questions that you may feel unworthy of a call to the practice. We want your experience in this chapter of your journey not to be a nightmare, but we want you to **feel empowered and informed in your medical decisions. Your life is a journey, and each chapter may not be the best chapter, but with our help, we will reduce the interruption to life that cancer causes.**

Our Patient Advocates and Providers at Servant Heart for Oncology care are here to serve you with more than your body but with the rapid role changes and emotional support to **aid your holistic healing** and spiritual practices. Our goal is to **inspire, motivate, and empower** you to live a fulfilling, abundant, happy, and dignified life with the proper education to be the best you can be.