Patient Navigator Volunteers

Your Assignment…

Provide refugees with transportation and assistance for essential health appointments and other tasks. Each week, volunteers are alerted via email regarding shifts available, and can sign up for as many or as few shifts as desired at the <https://www.volunteersignup.org> website.

March signup: [www.volunteersignup.org/H3JQ9](https://www.volunteersignup.org/H3JQ9)

When you receive details on your assignment (Fridays on the week before the appointment) you will be told whether you are picking up the client(s) at their home or at the USCRI office. You may need to grab a car-seat from the office beforehand (as well as lessons on safely installing it), but this will always be communicated to you in advance. You will be informed when to pick them up, when their appointment is, whether you will be headed to one destination or multiple destinations and whether we need you to return them to the office rather than their home, or vice-versa.

What You Can Expect…

Newly arriving refugees often have several medical needs that must be seen to, including their initial Refugee Health Assessment (RHA). Refugee Health Assessments are typically scheduled on Tuesday mornings, and clients need to go back on Thursdays and Fridays for blood tests and PPD readings, respectively.

In addition to medical needs, volunteers will often be asked to bring refugees on errands, with tasks as varied as appointments at Department of Social Services (DSS), U.S. Social Security, Whitney Young Health Center, Women, Infants and Children (WIC) the Department of Motor Vehicles (DMV) or trips to the post office or grocery store. Almost everything here is new to them, so often you will be asked to go inside and show them how things work (e.g. how to go through security, how to grab a ticket to register with receptionist, or even how to purchase a money order.)

Generally we schedule RHA appointments for Tuesday and Friday mornings, Social Security appointments on Wednesday mornings and blood draws every Thursday morning. Confirmation emails are sent out on Fridays after details of the upcoming week’s appointments are confirmed.