

## **The role of the nurse navigator of oncology and hematology center offices**

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**BACKGROUND:** The nurse, in addition to assistance provided functions, aggregates management strategies ranging from planning and organization to the control of actions taken in assistance. These actions ensure effectiveness and promote assistance quality. In oncology, this assistance needs to be qualified, providing qualified and individualized assistance, especially to employ the nurse navigator function in oncology, aiming to eliminate barriers for the diagnosis and treatment of disease.

**METHODS:** This is an experience report prepared according to the contributions made by nurses at a private institution in São Paulo.

**RESULTS:** The first challenge was to develop a method of screening where there was speed and efficiency, ensuring necessary information to facilitate medical consultation and aggregate information that might otherwise go unnoticed; the first consultation was also established to facilitate medical consultation and extract necessary information to expedite this process. The second challenge was found to lead to a new stream for that authorizations for chemotherapy, adjuvant and cancer treatment drugs pass through the hands of nurses, ensuring improved flow often redone (dosage adjustment and medical subscription absence, among others), delaying the commencement or continuation of cancer treatment. When passing through the critical eye of a nurse, the process has become more agile and objective. Another method was the start of reserve bed, ensuring date, time and unit previously scheduled cancer, causing patients to be admitted to the reference oncology units. The beginning of the meeting the surgeons in clinics also needed the help of nursing, causing the nurses gain experience in areas previously unexplored by the practice in oncology. Thus, nursing has become indispensable in clinics.

**CONCLUSIONS:** The implementation of a nurse navigator in the service of oncology offices was essential to reduce the gaps in the care process, streamlining care and facilitating the creation of a link between staff and patient.