

Leslie Springfield Story

Leslie Springfield is a Patient Navigator at a clinic. She was working with a woman who was extremely worried with the diagnostic tests, which progressed to a biopsy immediately. Leslie provided emotional support and education to explain the results and tests and support her through the process. She was diagnosed with breast cancer. Leslie helped her access KanCare through the Treatment Act, but the woman was also concerned about life after treatment, especially how she would financially support herself. As a single woman household working as a food server, she was worried about being able to perform the physical labor or expose herself to things that could be life-threatening to her, like COVID. Leslie learned about a covid-related resource that would pay for housing expenses up to a year, and got the woman connected with this assistance. These and other navigator resources helped the patient access treatment, manage her life and self-care, and feel emotionally supported to get through everything.

Another woman had completed her cervical screenings and diagnostics, and was diagnosed with pre-cancerous cervical conditions requiring a LEEP procedure for treatment. She was almost lost to follow-up, because there was a confusion about her eligibility for the Treatment Act. After attempting to get her connected to KanCare and going back and forth, they learned she was not eligible. Leslie was new to the job and stepped in new to help the woman get through the process of applying for charity care, which included extra paperwork and documentation. The woman obtained treatment with the help of navigation.