

Understanding the role of navigators and their effects on health and social systems, and communities.

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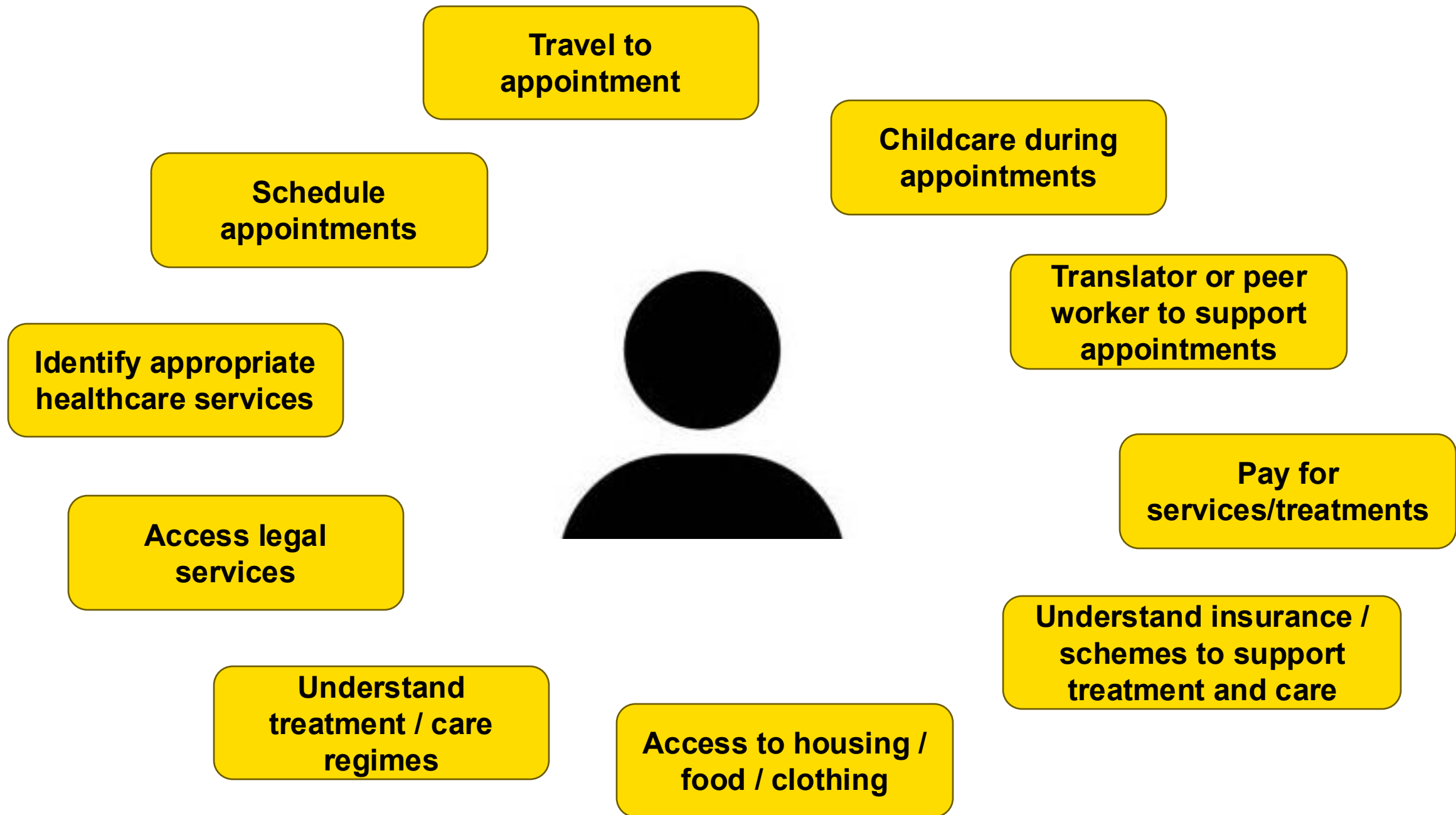
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Structural navigation

Links disconnected or
fragmented *places, services, and
sectors* to facilitate practical
access to required care.

Interpretive navigation

Links disconnected or
fragmented *epistemologies,
values, and experiences* to
facilitate meaningful access to
appropriate care

Connect service users with appropriate services

Structural: Organise services to enable in-person access, such as transportation and childcare.

“I set up transportation, reminding [the patient] the medication, where do you pick it up, you need biopsy explaining to him. Finally comes to his appointment regularly, before that he was disappearing because there was nobody managing his care.” (Sharma et al., 2023, p.1195)

Interpretive: Advocate for service users' situated needs.

“The [navigators] get to know the women and are able to observe changes over time. [...] The length of the relationship gives them more authority in intervening on behalf of the women. [The navigator] was speaking to a housing charity and said, ‘[...] I know them, I've spoken to them almost every day, I know they aren't working, they don't have any money.’” (Gale et al., 2018, p.102)

**Scan QR code to
participate in a study to
better understand the role
of navigators and their
broader influence on
health & social systems,
and on communities.**



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