

## **Patient Advocate/ Benefits Coordinator Services Offered**

We are here to help you Navigate  
the Health Care System and assist  
you with your Health Insurance  
questions or needs.



*We are here to help you!*

### **Staff:**

**Nadine Shaving -  
Patient Advocate**  
PH: 605-964-0520  
[nadine.shaving@ihs.gov](mailto:nadine.shaving@ihs.gov)

**Leslie LeCompte -  
Patient Advocate/  
Benefits Coordinator**  
PH: 605-964-0723  
[leslie.thompson@ihs.gov](mailto:leslie.thompson@ihs.gov)

### **Location:**

**CRST Tribal Health Clinic**  
Cheyenne River Health Center  
24276 166th St.  
Po Box 590  
Eagle Butte, SD, 57625  
FAX: 605-964-7739



## **CRST Tribal Health Patient Advocate/ Benefits Coordinator**



**CRST Patient Advocate**  
Tel: 605-964-0520  
605-964-0723





## What is a Patient Advocate?

A Patient Advocate works closely with patients in navigating the Healthcare System. We serve as a listener and communicator to patients and serve as a liaison between patients and hospital/health care staff, assisting you with your medical care decisions and helping make things a little less complicated.

## What is a Benefits Coordinator

A Benefits Coordinator assists you with your Health Insurance questions, concerns, and needs. Explaining coverage types, options, and helping with the enrollment process.

## Duties

- ◆ Respond to referrals from Medical Staff to assist with patient needs, concerns, or issues.
- ◆ Assist CRST Support Service Staff with verification for medical travel assistance.
- ◆ Assist patients with their appointments, whether it is just as a support person or to be involved with communication between the provider/medical staff and the patient.
- ◆ Provide a interpreter for Lakota Speaking patients and/or other non-English speaking patients.
- ◆ Provide assistance with Healthcare complaints and follow up on these complaints to ensure they have been resolved and that they patient's concerns have been addressed.
- ◆ Network with local resources to ensure a patients medical needs are being met, whether it is with food, housing, home renovations, durable medical equipment, etc.
- ◆ Seek out resources for our tribal members to assist with their healthcare needs.
- ◆ Advanced Directive/Living Will assistance.
- ◆ Home visits to assess a patients needs .
- ◆ Visit Tribal members who are placed in nursing homes outside of the CRST Reservation boundaries, on a quarterly basis as part of the Case Management process in their care and report any finding to the appropriate agency along with the CRST Health Committee when necessary.
- ◆ Arrange for a patients family, medical staff, and other involved care person/entity to communicate, solve issues, explain care concerns, and find a common agreement in the patients care plan.
- ◆ Assigned to the Elderly Protection Team (EPT), attending monthly meetings and assisting with EPT duties.
- ◆ Assist you with enrolling in a Healthcare plan, understanding your coverage, and helping with questions about billing or other concerns about your Health Insurance.

Patient Advocate are here to help you with your Healthcare questions, needs, or concerns.

Benefits Coordinator are here to help you with your Health Insurance questions, needs, or concerns.

