

Patient Navigator



Heather Czaja, RN, BSN, Patient Navigator
Robert F. Stoico/FIRSTFED
Center for Breast Care and Prima CARE

Heather Czaja is an experienced nurse in breast health care. She has more than 24 years of nursing experience, including more than 17 years in breast health.

A graduate of Salve Regina University in Newport, Rhode Island, Heather earned her bachelor of science in nursing.

Heather joined Saint Anne's Hospital in 1995. Since then, she has served as a staff nurse on the inpatient surgical unit; as Patient Navigator at the Robert F. Stoico/FIRSTFED Center for Breast Care; and in Interventional Radiology.

To contact our Patient Navigator:

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What is a Patient Navigator?

A patient navigator is a health care professional who can help patients and their families access, plan and understand the continuum of care.

The patient navigator provides direct patient care and care coordination for patients needing breast health care services. The patient navigator assists patients through the continuum of breast health care, from coordinating minimally invasive breast biopsy procedures, surgery, referrals to both medical and radiation oncology, and social support services, to providing nursing services to breast surgeons through surgical consultations, depending on the patient's individual needs.

The patient navigator is the patient's main contact for information and guidance at all stages of care. Whether coordinating or explaining tests and treatments, providing referrals for financial needs, community-based services, or assisting with transportation, the patient navigator can help patients obtain and understand their care.

The patient navigator benefits patients in many ways, including:

- better access to and understanding services and information
- fewer delayed or missed appointments
- valuable assistance with financial, physical, informational, family or health care challenges
- improved patient satisfaction

An experienced registered nurse with special expertise and experience in breast health care, our patient navigator serves patients of the Robert F. Stoico/FIRSTFED Center for Breast Care and PRIMA Care. As one who understands the complexities of breast care and women's health, she is a resource for members of the care team and, especially, a guide, mentor and advocate for patients and their families, before, during and after their treatment.