

5.6 Health Care Navigation

These sites contain information written for health care consumers that might help teachers answer learner questions or design learning materials on navigating health care. Navigating health care refers to understanding the different parts of the health care system – for example, levels of care, different types of care providers, policies and procedures, and payers in the system – and how a patient or patient’s family moves among them effectively.

Most websites below are too complex for successful independent use by ESOL learners.

- [**Agency for Healthcare Research and Quality: Patients and Consumers**](#)
- [**Consumers Advancing Patient Safety: Taking Charge of Your Healthcare: Your Path to Being an Empowered Patient**](#)
This site provides a transitions toolkit for patients and families.
- [**National Transitions of Care Coalition: Consumers & Family Caregivers**](#)
- [**Virginia Department of Health, Office of Minority Health: Navigating through the U.S. Health Care System for Immigrants, Refugees, and Migrants**](#)
This is an excellent resource for helping teachers understand Virginia’s system. Instructors can make lessons on navigating health care from *small amounts* of information, presented one at a time. Information is concrete and culturally sensitive.
- [**Virginia Health Information**](#)
This website presents comparative data on cost, quality, and efficiency in relation to health insurance, hospitals, long term care, and physicians in the state.

