



Med Center Health®

CANCER REPORT 2025



PATIENT NAVIGATION: Guiding Patients Through Every Step of Care

At Med Center Health, we believe that no one should face cancer alone. Our patient navigators provide personalized support to guide patients through every stage of their cancer journey — from diagnosis to treatment and recovery.

Patient navigators coordinate appointments, connect patients with financial and emotional support resources, and ensure timely access to care. By breaking down barriers and helping patients understand their options, navigators improve both the experience and outcomes of cancer care.

Their work reflects Med Center Health's ongoing commitment to compassionate, patient-centered care — ensuring that every individual receives the guidance and support they need when it matters most.



Michelle Del Rey, RN, Oncology Patient Navigator, helps answer questions related to a patient's cancer care, provides resources to help with side effects and treatment, helps with referrals, and addresses general information needs about patient care.



Lisa Hayden, LSW, Oncology Social Work Navigator, helps cancer patients get connected with resources to help remove obstacles to care, as well as provide emotional support through your journey.

Guiding Patients through the Process

Patient navigators act as personal guides and advocates. They help patients understand their diagnosis, treatment options, and what to expect at each stage. They often serve as the main point of contact between the patient and the care team.

Coordinating Care and Appointments

Cancer care typically involves multiple specialists — oncologists, surgeons, radiologists, and more. Navigators coordinate appointments, tests, and referrals to make sure care is timely, organized, and efficient, reducing patient stress and wait times.

Providing Emotional Support and Education

Navigators offer compassionate support, answer questions, and connect patients with educational resources about their specific cancer type, treatments, and side effects. They also help families understand and cope with the emotional side of cancer care.

Addressing Financial and Practical Barriers

They assist patients with insurance, financial assistance, and community resources, helping to overcome barriers such as transportation, medication costs, or loss of income during treatment.

Connecting to Support Services

Navigators link patients with support groups, nutrition counseling, rehabilitation, and survivorship programs, ensuring whole-person care beyond the medical treatment itself.

Advocating for Equity in Care

For patients in rural or underserved areas, navigators play a critical role in reducing disparities in cancer care by ensuring timely

2025 AT A GLANCE

Nurse Navigation

Nearly 600 patients utilized nurse navigation services, accounting for more than 13,000 patient encounters.

Social Work Navigation

Since the creation of the Social Work Navigator in May 2025, over 200 patients utilized social work navigation services, accounting for over 760 patient encounters.

Financial Support

Through Med Center Health Foundation, approximately \$15,000 helped provide financial assistance with prescriptions, medical bills, food, gas, utility bills, as well as employee benefit premiums while on medical leave.

More than \$122,000 raised through Med Center Health Foundation's employee giving program, ECHO (Employees Contributing to Help Others), helped provide free transportation for patients traveling to and from appointments.

access, helping with travel or lodging logistics, and bridging communication gaps between patients and providers.

Patient navigation ensures that no one faces cancer alone or gets lost in the system. It's about removing barriers, empowering patients, and improving outcomes through personalized, compassionate support.

We Can Help

To learn more about our patient navigation services, contact **Nurse Navigator Michelle Del Rey, RN** at 270-745-1825 or **Social Work Navigator Lisa Hayden, LSW** at 270-745-1040.

SUPPORT GROUPS: **Connecting Patients through Shared Experience**

At Med Center Health, healing extends beyond treatment. Our cancer group gatherings provide a welcoming environment where patients, survivors, and caregivers can connect, share experiences, and find strength in one another.

These meetings offer more than conversation — they provide understanding, encouragement, and practical insight from others who have walked a similar path. Through these connections, participants discover comfort, hope, and a renewed sense of resilience throughout their cancer journey.

Med Center Health provides a cancer support group open to all cancer patients, as well as a group specific to those patients with head and neck cancer. By fostering community and compassion, Med Center Health continues to support the emotional and mental well-being of those we serve, helping patients heal in body, mind, and spirit.

Cancer Support Group

Open to individuals with any cancer

Facilitated by Lisa Hayden, Oncology Social Work Navigator

Head & Neck Cancer Support Group

Specific to individuals with Head & Neck Cancer

Facilitated by Keely Bill, Speech Language Pathologist



HOSPITALITY HOUSE: **Comfort and Support during Cancer Care**

Cancer treatment can be demanding — physically, emotionally, and financially. For patients receiving care at The Medical Center Cancer Treatment Center, Med Center Health's Hospitality House offers a place of rest and comfort close to treatment.

Located on the campus of The Medical Center at Bowling Green, the Hospitality House provides free accommodations for patients undergoing treatment and for family members or caregivers who need to stay nearby. The home features 12 private guestrooms with baths, a large kitchen and dining room, a prayer room, a community living space, and a business center with computers and internet access. Guests can prepare meals, do laundry, and find comfort in a welcoming, supportive environment.

There is no charge to stay at Hospitality House, though donations are gratefully accepted.

Learn more at [MedCenterHealth.org/cancer](https://www.MedCenterHealth.org/cancer)

