

# Navigating the Cancer Experience with Help from LIVESTRONG

HERE AT THE LIVESTRONG FOUNDATION, we provide one-on-one comprehensive cancer support services, free of charge, in both English and Spanish.

We know that many survivors find it difficult to find the right type of support at the right time. Our Navigation Services can help individuals affected by cancer connect to resources that assist with access to care, medical and treatment decision-making, and emotional concerns. Our professional cancer navigators can provide individualized support services to help clients get the help and care they need.

Our LIVESTRONG Navigation Services staff can help clients by

- Coordinating care and services from partner organizations
- Providing counseling from licensed social workers
- Connecting clients to cancer education materials
- Helping clients learn how cancer and cancer treatment can affect their fertility and about options for fertility preservation.

LIVESTRONG Navigation Services provide a range of services by partnering with the following organizations:

- **Patient Advocate Foundation**, which provides assistance for the uninsured and underinsured in handling debt and financial management issues and in handling employment discrimination/retention issues: [www.patientadvocate.org](http://www.patientadvocate.org).
- **EmergingMed**, which provides information about treatment and clinical trial options and matches people with clinical trials: [www.emergingmed.com](http://www.emergingmed.com).
- **NavigateCancer Foundation**, which has oncology nurse navigators who can help those affected by cancer become expert patients by providing medical guidance and planning support: [www.navigatecancerfoundation.org](http://www.navigatecancerfoundation.org).
- **Imerman Angels**, which matches people affected by cancer with someone who has survived the same type of cancer or who has cared for someone with the same type of cancer: [www.imermanangels.org](http://www.imermanangels.org).

## THE IMPACT OF CANCER NAVIGATION SERVICES

Each year, our cancer navigation services help more “see below” and more people who are affected by cancer address the numerous complex concerns that a cancer diagnosis brings.

- In 2012, we served 15,196 people affected by cancer, which is 11 percent more than the number of people we served in 2011. Nationally, the largest percentage (21%) of clients were from 26 to 39 years old and the majority (63%) were female.

*“I found the foundation and its caregivers extraordinary in their dedication, knowledge, and nurturing of cancer survivors.”*

—LIVESTRONG Cancer  
Navigation client

*“The foundation met my needs. I was and am very pleased with the services and help I was given. It made a huge difference, especially in my time of need. It’s a foundation I’d recommend supporting.”*

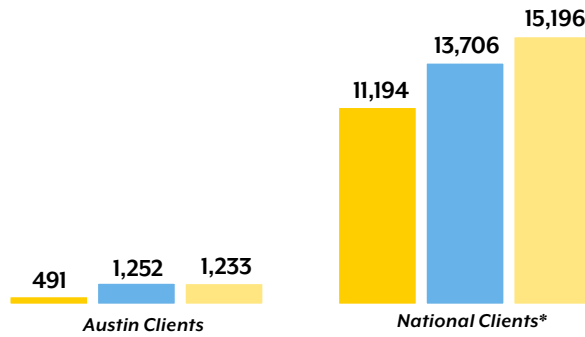
—LIVESTRONG Cancer  
Navigation client

We provide free one-on-one cancer support in English and Spanish. Call 855-220-7777 or fill out an online intake at [www.LIVESTRONG.org/we-can-help/navigation-services](http://www.LIVESTRONG.org/we-can-help/navigation-services).

**NUMBERS OF CLIENTS SERVED NATIONALLY AND IN AUSTIN, TEXAS, 2010 TO 2012**

- 2010
- 2011
- 2012

*\*Percentage of national respondents includes Austin clients.*



- On average, our clients received 11 different types of services. The most common services we provided were education about and assistance with fertility preservation, referral to health and wellness programs, and financial assistance.
- The **LIVESTRONG** Cancer Navigation Center in Austin, Texas, helped local clients save more than \$360,000 in 2012.

We have helped our clients receive financial support and save money by

- Negotiating discounts with fertility centers and insurance companies
- Getting the maximum benefit from medication assistance programs
- Helping clients successfully appeal insurance claims that have been denied.

**CLIENTS BY AGE (AT TIME OF SERVICE), NATIONALLY AND IN AUSTIN, TEXAS, 2012**

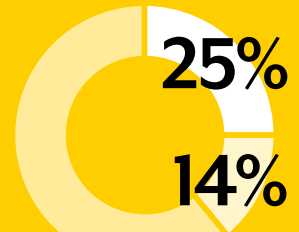
*\*Number of national respondents includes Austin clients.*

Age	% of Austin Clients	% of National Clients*
18-25	1	1
26-39	18	21
40-50	18	17
51-64	21	19
65+	7	6
Prefer not to respond	35	36

**THE LIVESTRONG FOUNDATION COMMITMENT TO NAVIGATION SERVICES**

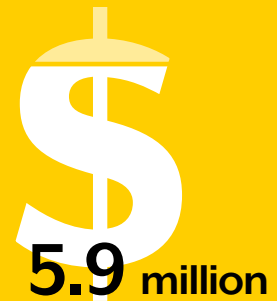
We are committed to

- Listening and responding to our clients’ needs to make sure we can connect them to the services and resources when they need them
- Advocating for better coordination of health care for those affected by cancer, particularly in communities where comprehensive cancer centers are not available
- Teaching health care professionals and organizations how to bring navigation services to their communities.



*LIVESTRONG serves many Hispanic survivors; in 2012, 14% of clients served nationally and 25% of clients served through the Austin, Texas, Navigation Center were Hispanic.*

*LIVESTRONG helped its clients save more than \$5.9 million in 2012.*



*The LIVESTRONG Foundation fights to improve the lives of people affected by cancer now. Created in 1997, the Foundation is known for providing free cancer support services and advocating for policies that improve access to care and quality of life. Known for its powerful brand—LIVESTRONG—the Foundation has become a symbol of hope and inspiration around the world. Since its inception, the Foundation has served 2.5 million people affected by the disease and raised more than \$500 million to support cancer survivors. One of America’s top nonprofit organizations, the Foundation has been recognized by industry leaders, including Charity Navigator, the National Health Council, and the Better Business Bureau, for its excellent governance, high standards, and transparency. For more information, visit [LIVESTRONG.org](http://LIVESTRONG.org)*