

Frequently Asked Questions

Whole Person Care Navigation makes it easier to get the care you need—when and where you need it. This high-touch, personalized model of care offers facilitated access to physical, mental, spiritual and emotional health care, support and resources available to you. All MNPS employees, retirees and dependents, regardless of health care coverage, have access to a dedicated Vanderbilt Health nurse navigator, licensed clinical social worker (LCSW) and spiritual health professional who work as a team to ensure all MNPS patients get the care they need.

1. How can I use Whole Person Care Navigation for my health care needs?

Whole Person Care Navigation makes it easier for you to get the care you need—when and where you need it. Begin by talking with your dedicated nurse navigator, Yolonda Powell. Yolonda serves as the point person of this team and is the “front door” to all care and benefits available to you. This includes triaging your needs and referring you to physical, mental, spiritual and emotional care available to you and best for you.

2. How can the licensed mental health professional help me?

The licensed mental health professional can help you strengthen coping skills and find effective solutions to life’s challenges. They can also help you find the source of stress or challenges you may face in your relationships, work or community life. The licensed mental health professional can provide short-term counseling or connect you to longer-term behavioral health care. They can also connect you to MNPS or community resources to help you and your family meet your basic needs and provide education and support on topics such as anxiety, depression, work/life balance, parenting and substance use disorder.

3. How can the spiritual health professional help me?

The spiritual health professional provides spiritual and emotional care to help individuals cope with a variety of issues, including but not limited to trauma, suffering, grief/loss and gender/identity, regardless of

spiritual or religious beliefs and practices. The spiritual health professional has extensive training, including a master of divinity and board certification, and collaborates with our social workers and other mental health experts to empower individuals to understand and regain their sense of meaning and purpose.

4. Who can use Whole Person Care Navigation?

All MNPS employees, retirees and dependents can use Whole Person Care Navigation, regardless of health care coverage.

5. How much does this cost?

There are no costs to connect with your Whole Person Care Navigation team. If there is a cost for any referrals or appointments made, the nurse navigator will review that with you.

6. How do I contact the nurse navigator?

- Call: 615-421-1711
- Or [Book an Appointment](#)

*If this is an emergency or life-threatening issue, call 911 or go to your nearest emergency room.

7. When can I reach my Whole Person Navigation team?

You may call or schedule an appointment with Yolonda between the hours of 8:30 a.m.–4:30 p.m., Monday–Friday.

8. What if I need care outside of these hours?

Telehealth appointments for acute illnesses are available 6 a.m.–9 p.m., Monday–Friday. Call 615-421-1711 during these hours to see if telehealth is right for you and to schedule an appointment. Telehealth appointments are currently available to those 18+.

9. I'm stressed and having trouble sleeping. Can Whole Person Care Navigation help me?

Yes. This team can offer many resources to help lower your stress, reach weight loss goals, treat ongoing chronic conditions and manage other physical, mental, spiritual and emotional concerns.

10. I'm dealing with a traumatic life event. How can Yolonda help me?

Yolonda can connect you with behavioral health resources such as the licensed mental health professional or spiritual health professional who can help you navigate difficult life circumstances and find available community benefits and resources. For patients with serious illnesses, we offer connection to palliative care via inpatient and outpatient settings, and even via telehealth. (See next question.)

11. I see that Whole Person Care Navigation includes connecting to palliative care. What does that mean?

Palliative care eases suffering and enhances quality of life for both patients and families facing serious illness such as cancer, congestive heart failure, chronic obstructive pulmonary disease (COPD), kidney disease, Alzheimer's,

Parkinson's, Amyotrophic Lateral Sclerosis (ALS) and more. Anyone can receive palliative care, which treats pain in addition to other symptoms and side effects. Palliative care also helps reduce the discomfort of other symptoms and side effects such as depression, shortness of breath, fatigue, constipation, nausea, loss of appetite, difficulty sleeping and anxiety. It can give patients greater strength to carry on with their daily activities. Palliative care is often confused with hospice care, but they are not the same, though both palliative and hospice often work together on behalf of patients.

12. Is Whole Person Care Navigation the same thing as the MyHealth Bundles program?

Whole Person Care Navigation is not a MyHealth Bundle, but these Vanderbilt Health teams work closely together. Your Whole Person Care Navigation team can refer you to a MyHealth Bundle patient navigator, if appropriate. The Whole Person Care Navigation team serves as an extension of the MNPS Health Care Centers and can coordinate care for all your physical, mental, spiritual and emotional health needs. MyHealth Bundles are used for a specific episode of care, such as maternity care, musculoskeletal pain solutions and weight loss.