

**Mission:**

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.



**Rick Scott**  
Governor

**John H. Armstrong, MD, FACS**  
State Surgeon General & Secretary

**Vision:** To be the **Healthiest State** in the Nation

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## Navigator Program Fact Sheet September 19, 2013

- Consistent with normal departmental practice, we do not allow outside organizations to access Department of Health office space and information technology systems to conduct activities. We are treating the request for Navigators' space as any other organization that has sought to establish a physical presence in a county health department (CHD).
- Protecting personal health information is a high priority for the Florida Department of Health.
- The Department provides core public health services and does not facilitate acquiring health insurance. Ideal locations for Navigators would include: hospital emergency rooms, county libraries, federally qualified health centers, rural health clinics, volunteer health clinics, county courthouses, city halls, community centers, federal courthouses, military recruitment centers, etc.
- As was communicated to Health Officers, if Floridians request information about the Navigators' operation, health department staff will provide those materials as well as direct citizens to the appropriate location or contact number for additional assistance.
- Navigator services are for people who have money to pay for health insurance. Those are typically not CHD clients. The majority of CHD clients visit the health department for core public health services that may include, for example, curing an infectious disease, receiving WIC benefit services and receiving immunization shots.
- Many of Florida's CHDs no longer provide primary care services. Only about one third provide acute care services as a major part of their service delivery system. One third of CHDs do not provide primary care at all.

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