

ACS LION Patient Navigator Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What kind of training do Patient Navigators usually undergo?**
 - A. Medical degree training.**
 - B. Specialized training in patient navigation and care coordination.**
 - C. Only computer training.**
 - D. Basic first aid training.**

- 2. Which document specifies what medical interventions a patient does not want?**
 - A. Living Will**
 - B. Advance Directive**
 - C. Medical Power of Attorney**
 - D. Health Insurance Policy**

- 3. What is a primary focus of patient navigators when working with patients?**
 - A. Encouraging patients to self-diagnose**
 - B. Providing emotional and informational support**
 - C. Minimizing communication with healthcare teams**
 - D. Reducing patients' access to care**

- 4. What role do navigators play in health policy advocacy?**
 - A. They develop clinical procedures**
 - B. They advocate for patient access to care and funding**
 - C. They manage hospital budgets**
 - D. They conduct market research**

- 5. Why is personalized support important for Patient Navigation?**
 - A. It reduces the need for documentation**
 - B. It tailored care to the individual needs of patients**
 - C. It allows for a blanket approach to treatment**
 - D. It is less time-consuming for navigators**

- 6. What are common referral areas in cancer care?**
- A. Emergency medical services only**
 - B. Insurance companies and legal consultants**
 - C. Social work, financial aid, and palliative care**
 - D. Public health documentation**
- 7. What is the significance of using plain language when communicating with patients?**
- A. To save time during consultations**
 - B. To ensure patients understand medical information**
 - C. To follow legal guidelines**
 - D. To facilitate faster treatment**
- 8. Why is building rapport with patients essential for navigators?**
- A. It delays the navigation process**
 - B. It fosters trust and improves communication**
 - C. It has no impact on patient care**
 - D. It minimizes the navigator's role**
- 9. What should a Patient Navigator do upon encountering a patient's non-compliance?**
- A. Terminate the patient relationship**
 - B. Report the non-compliance to authorities**
 - C. Assess the reasons for non-compliance and provide appropriate support**
 - D. Ignore it if it doesn't lead to poor outcomes**
- 10. How can peer support benefit cancer patients?**
- A. By ensuring that all patients have access to clinical trials**
 - B. By providing financial assistance for treatment**
 - C. By offering shared experiences and emotional support**
 - D. By connecting patients with healthcare professionals**

Answers

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1. B
2. A
3. B
4. B
5. B
6. C
7. B
8. B
9. C
10. C

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Explanations

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1. What kind of training do Patient Navigators usually undergo?

- A. Medical degree training.**
- B. Specialized training in patient navigation and care coordination.**
- C. Only computer training.**
- D. Basic first aid training.**

Patient Navigators typically receive specialized training in patient navigation and care coordination. This training equips them with the necessary skills to help patients navigate the complexities of the healthcare system effectively. They learn to assist patients in understanding their diagnoses, treatment options, and resources available to them, ensuring that patients can access the care they need in a timely manner. This specialized training often covers a range of topics, including communication skills, cultural competency, healthcare policies, and the emotional and logistical aspects of patient care. Patient Navigators act as liaisons between patients and healthcare providers, making it essential for them to have a deep understanding of both patient needs and the healthcare system. In contrast, options like medical degree training or basic first aid training do not specifically focus on the navigation and coordination role, which is a core aspect of what Patient Navigators do. While computer training may be a component of their skill set, it is not the primary focus of their training, and therefore does not encompass the comprehensive training necessary for effective patient navigation.

2. Which document specifies what medical interventions a patient does not want?

- A. Living Will**
- B. Advance Directive**
- C. Medical Power of Attorney**
- D. Health Insurance Policy**

The document that specifies what medical interventions a patient does not want is a Living Will. A Living Will is a legal document that outlines a person's preferences regarding medical treatment in situations where they are unable to communicate their wishes, particularly at the end of life or in critical medical situations. It details the specific types of medical interventions a person does not want, such as life-sustaining treatments like resuscitation or mechanical ventilation. This choice differentiates itself from other relevant documents like an Advance Directive, which actually encompasses a broader scope that includes both preferences for medical treatment and the appointment of a medical decision-maker. While a Medical Power of Attorney gives someone the authority to make healthcare decisions on behalf of the patient, it does not directly specify the patient's wishes regarding specific interventions. A Health Insurance Policy primarily relates to coverage and payment for medical services but does not convey a patient's treatment preferences.

3. What is a primary focus of patient navigators when working with patients?

- A. Encouraging patients to self-diagnose**
- B. Providing emotional and informational support**
- C. Minimizing communication with healthcare teams**
- D. Reducing patients' access to care**

The primary focus of patient navigators is to provide emotional and informational support. This role is essential because patients often face numerous challenges throughout their healthcare journey, including navigating complex medical systems, understanding treatment options, and managing emotional distress related to their condition. Patient navigators serve as advocates for patients, guiding them through the healthcare process, facilitating communication between patients and healthcare providers, and ensuring that patients have the knowledge they need to make informed decisions about their care. This support is crucial for enhancing patient engagement, improving adherence to treatment plans, and ultimately leading to better health outcomes. The option focusing on self-diagnosis detracts from the role of navigators, as they are not trained to encourage patients to undertake medical assessments independently. Minimizing communication with healthcare teams runs counter to the collaborative approach that navigators strive for, while reducing access to care contradicts the fundamental goal of patient navigation, which is to enhance access and facilitate appropriate care for patients.

4. What role do navigators play in health policy advocacy?

- A. They develop clinical procedures**
- B. They advocate for patient access to care and funding**
- C. They manage hospital budgets**
- D. They conduct market research**

Navigators play a crucial role in health policy advocacy primarily by advocating for patient access to care and funding. This involves actively supporting initiatives and policies that ensure patients have the resources and opportunities needed to receive the care they require. Navigators often work directly with patients to understand their healthcare needs and barriers, allowing them to identify gaps in access and opportunities for improvement in policy. By engaging in advocacy, navigators help to raise awareness about the challenges faced by patients, such as financial barriers, lack of resources, or gaps in services. They may partner with healthcare organizations, community groups, and policymakers to push for changes that could benefit patient populations. This advocacy is essential in shaping a healthcare environment that is more equitable and accessible, ensuring that patients can navigate complex systems effectively and receive the care they need. In contrast, developing clinical procedures, managing hospital budgets, and conducting market research do not directly align with the navigators' primary focus on patient access and advocacy. These functions might be relevant in healthcare settings but do not encapsulate the essential role navigators play in influencing health policy.

5. Why is personalized support important for Patient Navigation?

- A. It reduces the need for documentation
- B. It tailored care to the individual needs of patients**
- C. It allows for a blanket approach to treatment
- D. It is less time-consuming for navigators

Personalized support is crucial for Patient Navigation because it focuses on tailoring care to the individual needs of patients. Each patient presents a unique set of circumstances, including their medical history, personal preferences, social determinants of health, and emotional needs. By providing personalized support, navigators can ensure that patients receive care designed specifically for them, facilitating adherence to treatment plans and improving health outcomes. This individualized approach helps build trust between the patient and the navigator, allowing for more effective communication and engagement throughout the treatment process. It also ensures that patients are aware of resources and options that are most relevant to their specific situations. When care is personalized, patients feel more supported and empowered to take an active role in their health care journey, which can lead to increased satisfaction and better overall results.

6. What are common referral areas in cancer care?

- A. Emergency medical services only
- B. Insurance companies and legal consultants
- C. Social work, financial aid, and palliative care**
- D. Public health documentation

In cancer care, referrals are essential to ensure that patients receive comprehensive support that goes beyond just medical treatment. The correct answer highlights common areas where cancer patients may require additional assistance: social work, financial aid, and palliative care. Social workers play a crucial role in addressing the emotional and psychological aspects of a cancer diagnosis, offering counseling, support groups, and resources to help patients and their families cope with the challenges that arise during treatment. Financial aid is also vital, as the cost of cancer treatment can be burdensome, and financial counselors can help patients navigate insurance coverage, identify financial assistance programs, and manage out-of-pocket expenses. Palliative care focuses on providing relief from the symptoms and stress of the illness, aiming to improve the overall quality of life for patients, which is especially important in oncology settings where patients may be dealing with severe pain or distress. Referrals in these areas contribute significantly to a patient's overall care plan, helping to address the multifaceted needs of individuals facing cancer. This coordinated approach is fundamental in providing holistic care which is often required in cancer treatment situations.

7. What is the significance of using plain language when communicating with patients?

- A. To save time during consultations**
- B. To ensure patients understand medical information**
- C. To follow legal guidelines**
- D. To facilitate faster treatment**

Using plain language when communicating with patients is significant primarily because it ensures that patients understand medical information. Health literacy varies among individuals, and many patients may struggle with complex medical terminology or jargon that is second nature to healthcare professionals. By using straightforward and clear language, healthcare providers can convey critical information in a way that is accessible and comprehensible to patients, which empowers them to make informed decisions about their health. When patients fully understand their medical conditions, treatment options, and instructions, they are more likely to engage in their care, adhere to treatment regimens, and ask appropriate questions. This fosters a collaborative relationship between patients and healthcare providers, ultimately leading to improved health outcomes and patient satisfaction. In contrast, other options such as saving time, following legal guidelines, or facilitating faster treatment may not prioritize the patient's understanding, which is the core objective of effective communication in healthcare settings.

8. Why is building rapport with patients essential for navigators?

- A. It delays the navigation process**
- B. It fosters trust and improves communication**
- C. It has no impact on patient care**
- D. It minimizes the navigator's role**

Building rapport with patients is essential for navigators primarily because it fosters trust and improves communication. When a patient navigator establishes a positive relationship with patients, it creates a foundation of trust. This trust encourages patients to share vital information about their health, concerns, and preferences openly. Effective communication is crucial in healthcare settings; it ensures that patients understand their treatment plans, potential challenges, and available resources. With strong rapport, patients are more likely to engage with their care process, adhere to recommendations, and express their needs, which ultimately leads to better health outcomes. This dynamic is crucial for navigators, who often act as intermediaries between patients and healthcare providers, facilitating access to necessary resources and support while advocating for the patient's needs. The other options do not align with the core purpose of building rapport in patient care. Delaying the navigation process would hinder rather than help patient outcomes. Saying that rapport has no impact undermines the importance of communication in healthcare, and minimizing the navigator's role negates their critical function in supporting and guiding patients through their healthcare journeys.

9. What should a Patient Navigator do upon encountering a patient's non-compliance?

- A. Terminate the patient relationship**
- B. Report the non-compliance to authorities**
- C. Assess the reasons for non-compliance and provide appropriate support**
- D. Ignore it if it doesn't lead to poor outcomes**

A Patient Navigator plays a crucial role in supporting patients throughout their healthcare journey, particularly when faced with challenges such as non-compliance with medical advice or treatment plans. The correct approach in this scenario is to assess the reasons for the patient's non-compliance and provide appropriate support.

Understanding the underlying factors contributing to a patient's non-compliance is essential. These factors might include lack of understanding of their condition, financial barriers, mental health issues, cultural beliefs, or simply feeling overwhelmed by their treatment regimen. By taking the time to assess these reasons, the Patient Navigator can tailor their support accordingly, whether it involves providing education, connecting the patient with financial resources, coordinating care with other health professionals, or simply offering emotional support. This supportive action not only aids in improving patient engagement and adherence to their care plan but also builds a trusting relationship between the patient and the navigator. Consequently, a more informed and supported patient is more likely to achieve better health outcomes, which is ultimately the goal of the healthcare system. In contrast, terminating the patient relationship, reporting non-compliance to authorities, or ignoring the issue may compromise patient trust, overlook important health disparities, and potentially worsen the patient's health situation. Therefore, the focus must always be on understanding and supporting the patient.

10. How can peer support benefit cancer patients?

- A. By ensuring that all patients have access to clinical trials**
- B. By providing financial assistance for treatment**
- C. By offering shared experiences and emotional support**
- D. By connecting patients with healthcare professionals**

Peer support is particularly beneficial for cancer patients as it fosters an environment of shared experiences and emotional understanding. When individuals facing similar challenges connect, they can offer insight and empathy that come from personal experiences with cancer. This bond often creates a safe space where patients feel understood and less isolated in their journey. Peer support can significantly alleviate feelings of fear, anxiety, and loneliness by allowing patients to express their thoughts and emotions openly and receive support from those who have walked a similar path. While options that mention access to clinical trials, financial assistance, or connections to healthcare professionals are certainly important components of cancer care, they do not provide the same level of emotional reinforcement and camaraderie that peer support offers. Peer support specifically targets the emotional and psychological needs that arise during such a challenging time, making it a crucial aspect of holistic cancer treatment.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://acslionpatientnav.examzify.com>

We wish you the very best on your exam journey. You've got this!

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