The purpose of this qualitative study was to explore the role of patient navigators in different settings and to understand the differences in how various programs were implementing lay and professional models of PN. The study aimed to examine the experience of patient navigators and professional models.

**Methodology**

**Participants**
- 10 patient navigators (5 lay navigators and 5 professional navigators)
- 3 lay navigators and 7 professional navigators
- Participants were from various settings, including hospitals, community groups, and non-profit organizations.

**Data Collection**
- Semi-structured interviews
- Focus groups

**Analysis**
- Thematic analysis

**Results**

**Navigator roles**
- Lay navigators often have personal experience with illness
- Professional navigators have medical knowledge

**Professional models of PN**
- Professional navigators have medical knowledge
- Lay navigators have personal experience

**Opportunity for patient and family-centred care**
- Lay navigators are more approachable
- Professional navigators are more knowledgeable

**Commodities across all models of PN**
- Professional navigators have medical knowledge
- Lay navigators have personal experience

**Discussion**
- Lay navigators can provide emotional support
- Professional navigators can provide medical advice

**Conclusion**
- The study found that both lay and professional navigators are important in providing patient-centered care.