



## Patient Advocacy Services—Summary

<b>Who do we serve?</b>	Patients with life-threatening and serious illnesses and their families, regardless of income or residence.
<b>Who advocates?</b>	Professional/graduate students in medicine, social work, health systems engineering, law, pharmacy, and others who will work in or around the healthcare system in their future careers. Interdisciplinary center staff supervise students.
<b>Cost?</b>	Services are free to clients. We rely upon individual donations to provide our advocacy services.
<b>Waiting list?</b>	As a small educational center, we work on an academic calendar and rely on students to provide patient advocacy services. We work to respond to all inquires within four (4) business days. We do our best to prioritize urgent cases.

**Advocacy provided:** Clients are empowered to be self-advocates, whenever possible. Client and advocate decide together what advocacy is needed and steps to be taken. Advocacy may include:

### DIAGNOSIS AND TREATMENT

- ✓ **Understanding** a diagnosis or illness
- ✓ Referral for a **second opinion**
- ✓ Support **after a diagnosis**
- ✓ **Assistance understanding** treatment options
- ✓ Support **when deciding** treatment
- ✓ **Assistance identifying** clinical trials or alternative therapies

### COORDINATION OF CARE & SUPPORT

- ✓ Assistance **creating & maintaining a medical team**
- ✓ **Coordination** of resources & support

### MEDICAL DECISION MAKING

- ✓ Help **gathering information**
- ✓ **Assistance identifying** priorities
- ✓ Support for **beliefs and values**

### FAMILY MATTERS

- ✓ Support **talking about illness**
- ✓ **Assistance identifying** resources for guidance
- ✓ **Resources for partners and children**

### EMPLOYMENT

- ✓ Assistance securing **medical leave**
- ✓ Help understanding or securing **health benefits**
- ✓ Assistance with **ADA accommodations**
- ✓ **Strategies for** keeping a job **during illness**
- ✓ **Assistance** (re)evaluating career/job satisfaction

### MEDICAL BILLS/ INSURANCE

- ✓ Help sorting out **prescription drug coverage**
- ✓ Explanation of **medical insurance coverage**
- ✓ Assistance finding resources when **uninsured**
- ✓ Help establishing a **payment plan**
- ✓ Advocacy through an **appeal or grievance process**
- ✓ Identification of **options to address medical debt**

### PUBLIC BENEFITS OR PUBLIC/PRIVATE DISABILITY

- ✓ **Evaluating** eligibility for **public benefits/disability**
- ✓ **Assistance** applying for **public benefits, SSI/ SSDI or private disability programs**
- ✓ Help with reconsideration for SSI/SSDI
- ✓ **Referral for** assistance appealing a **denial**
- ✓ Referral to a **public benefit program**
- ✓ Support **preparing for and “being on disability”**

**Services we do not provide:** As an educational advocacy center, we do not provide legal, medical, or financial advice, and we do not litigate (file suit or take legal cases to court). We do not provide representation in external appeals (e.g., private insurance, Medicaid, Medicare, SSI, SSDI). We provide referrals to community resources whenever possible.

**To apply for services:** Visit [www.patientpartnerships.org](http://www.patientpartnerships.org) to complete an application, or call us at (608) 890-0321.