

Patient Advocates Program Telephone Teach-ins

We invite you to participate in our FREE phone conference teach-in

Date: Tuesday, October 24, 2017

Time: 10:00 am—11:00 am

Dial-in Number: 1-712-832-8300

Password: 6258645

Theme: **Emergency Room Care—What Older Persons and Caregivers Need to Know**

Speaker: Ruth Leslie, Director, Division of Hospitals and Diagnostic & Treatment Ctrs. Office of Primary Care and Health Systems Management, NYS Dept. of Health



Session Overview:

Hospital emergency rooms play a critical role in ensuring the health of older persons. As the older population is increasing, the frequency of emergency room visits is on the rise. Senior adults use more emergency room care than any age group and are affected by more subsequent adverse events. Emergency rooms are stressful settings and in order to successfully navigate the care they can provide it is important for older adults, caregivers, aging network professionals to learn about the services they provide and patients rights in an emergency room setting.

In this session you will learn about:

1. The differences between inpatient care, outpatient care & emergency room care.
2. What types of services must emergency rooms provide.
3. If you are in observation status during an emergency room visit.
4. How to prepare for an ER visit and what types of information should you bring with you to the ER.
5. How caregivers can assist you in an emergency room.
6. Your rights as an ER patient.
7. The new Veteran's Bill and the requirements for hospitals to ask about military service and provide information to patients about healthcare benefits they could receive as a veteran.
8. The role of Hospital Patient Advocates and social workers and how they can help you.
9. How to file a complaint about emergency room care.



Mark Your Calendar

2017 PATIENT ADVOCATES
TEACH-IN SERIES

November 14—Single Payer: How does it work...What are the options for Single Payer in NYS and Nationally.
Presenters: Professor Leonard Rodberg, Physicians for a National Health Program, New York Metro Chapter
Gail Myers, Deputy Director, New York StateWide Senior Action Council

More information and other Teach-ins will be posted on our Web site at www.nysenior.org

Caller Instructions and Other Information

- The sessions are in presentation mode but the line will be opened for participant questions and comments after the speaker has finished their presentation.
- Materials from Teach Ins are posted on our website www.nysenior.org
- When on our Web site,
 1. Scroll down to the bottom of the homepage to **Observation Status**.
 2. To the right of the "Get Involved" blue circle, click on "Get More Information"
 3. This will take you to additional information about past Teach ins, powerpoint presentations and other important notes.

Call 1-800-333-4374 to reserve your spot!

NY STATEWIDE SENIOR ACTION COUNCIL

is a not-for-profit grassroots membership organization made up of individuals and organizations with an interest in improving the lives of senior citizens.

Funding for our Patient Advocates Program is being provided through the generous support of the NYS Legislature and administered by the NYS Office for the Aging

STATE  WIDE
New York StateWide Senior Action Council, Inc.

The **Helpline** is toll free at
1-800-333-4374

Information is also available on the StateWide Web site at
www.nysenior.org

E-mail questions to:

StateWidePatientsRights@gmail.com