



Patient Advocates Program

Telephone Teach-ins

We invite our Chapter Members, interested older persons, caregivers and Aging and Health Network Professionals to participate in:

An Open Forum on Patients Rights

Date: Tuesday, December 10, 2019; **Time:** 10:00 am—11:00 am

Session Moderator: Marcus Harazin, Coordinator of the Patients Advocates Program for the New York StateWide Senior Action Council

Call in number: 1-605-562-0400; **Access code:** 4715203#

If you have problems dialing into number listed above try 218-339-7800 or 712-832-8330

Session Format:

- We will review several suggestions to improve communications with patients that have been developed by our subcommittee on Patients Rights.
- We will then open the session for discussion and encourage interested listeners to share any concerns about the current system, suggestions on how to address concerns, or information about model programs that could be expanded to improve the system.

Listen in or participate in the discussion:

- Improving communication between hospitals and patients and their caregivers.
- Ensuring that input from the patient and family is listened to by hospitals and health providers.
- Encouraging physicians to communicate with families after poor outcomes or a death.
- Providing better information to patients to prepare them for procedures and post operative care
- Improving access to patient advocates in hospitals



New York StateWide Senior Action Council, Inc.



**ALL TEACH-INS RUN
FROM 10:00—11:00 AM.**

REMINDERS:

Mark your calendars for our next Teach-ins:

- January 21 Funeral Needs: Know Your Rights
- February 18 Community Health Centers Helping Medically Underserved Areas of New York State

If you missed one of our past Teach Ins, access recordings and any session materials on our website 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 website,
 1. On the navigation bar, click on **Our Helplines**
 2. In the drop down menu, click on **Patient's Rights Helpline**
 3. Under "**Information for Hospital Patients**", click on **Telephone Teach-in**. This will take you to additional information about past Teach ins, powerpoint presentations and other important notes.

Call 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
800-333-4374

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

E-mail questions to:

StateWidePatientsRights@gmail.com