



Patient Advocates Program

March 22 Webinar Teach-in



Connect to the Webinar using your telephone, computer, or tablet

Going to the Hospital for an Invasive Procedure

Date: Tuesday, March 22, 2022 **Time:** 10:00 AM—11:00 AM

Speaker: Marcus Harazin, StateWide Patients Advocates Program Coordinator

To register for the ZOOM Webinar event virtually [click HERE](#) (or visit nysenior.org)

To connect via phone: 646-558-8656, **Webinar ID:** 868 2786 5657#

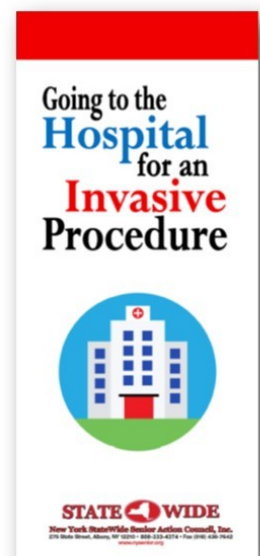
Session Overview

Everyday thousands of people have invasive procedures to address health problems. These procedures are often treated routinely, but frequently such procedures result in unintended and harmful adverse events. Examples include sepsis or infections, cardiovascular or respiratory problems, other major health problems, and even death. It is important for patients and families to understand these risks, how to minimize them, and what to do if they encounter such problems.

Family members can help detect or prevent problems following a procedure as they often may recognize a problem such as unusual behavior, pain, discomfort or a downturn in patient condition before the hospital staff detect it. Therefore, good communication between family members and care providers is critical and can improve outcomes and even save lives.

In this session you will learn about:

- Steps you can take to prepare for an invasive procedure.
- Questions to ask during the pre-admission phase to prepare for treatment.
- What to do in case there is a problem or if you need to raise a question or concern about a change in a patient's status.
- How to communicate with hospital staff that will be caring for the patient during their stay.
- How to use a caregiver's log to track the care of patient during their visit to the hospital.
- How to file complaints about poor care.



Shown Above:
New brochure added
to our Patients
Rights Toolkit.



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

Teach in Recordings:

- If you missed an earlier Teach in, visit [Telephone Teach-Ins | StateWide \(nysenior.org\)](http://www.nysenior.org) to view/listen to the recording.
- Call our Patients' Rights Helpline at 800-333-4374 with questions.

Instructions and Other Information

- Sessions are in webinar mode, all attendees video and audio will be off. Attendees will be able to type in their questions during the Q&A portion of the meeting.
- 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