

HEALTH TALK FOR SENIORS

Presented by

YOUR LaFayette Public Library

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TODAY'S GOALS

- Share your experiences & concerns about 21st Century Health Care
- Discover helpful strategies for communicating with Providers
- Note your legal rights as a patient (Patient's Bill of Rights)
- Identify Health Care topics for future sessions

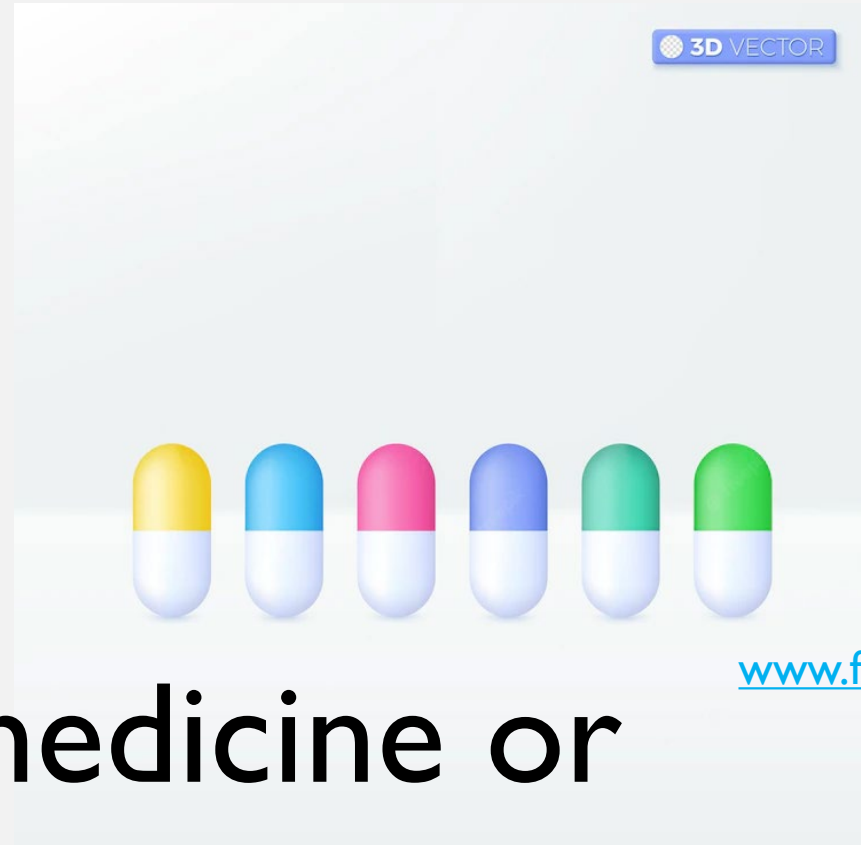






- 1. What is my main problem?*
- 2. What do I need to do?*
- 3. Why is it important for me to do this?*

People who understand
health instructions
make fewer mistakes



when they take their medicine or
prepare for a medical procedure.

They may also get well sooner
or be able to better manage a
chronic health condition.



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For more information about Ask Me 3™ go to

<http://www.npsf.org/for-healthcare-professionals/programs/ask-me-3/ask-me-3-resources/>

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If you
don't
understand
the
answers...

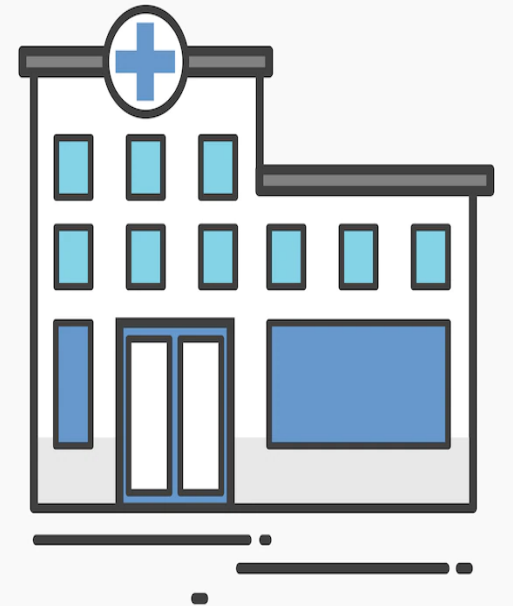
- “Please tell me again!”
- “Please explain...”
- “What do I do next?”

NY STATE PATIENTS' BILL OF RIGHTS

Hospitals and Diagnostic & Treatment Centers

- Informed Consent
- Refuse Treatment/participation in research
- Full Disclosure of Costs—challenge bills
- Identify your Providers
- Express Complaints—30 day response time
- Authorize Visitors

- https://www.health.ny.gov/professionals/patients/patient_rights/



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HIPAA FEDERAL LAW

“The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that **required the creation of national standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge.**”

<https://www.cdc.gov/phlp/publications/topic/hipaa.html#:~:text=The%20Health%20Insurance%20Portability%20and,the%20patient's%20consent%20or%20knowledge.>

Exceptions

- Public Good (e.g. contact tracing during pandemic)
- Provider may discuss relevant info w/ your caregivers

INFORMED CONSENT

- Provider describes proposed treatment**
 - Patient takes a role in decision-making**
- Provider gives alternatives**
- Provider describes risks/benefits**
 - Patient agrees to chosen treatment**

Useful Phone #s

- Upstate University Hospital Patient Relations and Satisfaction
315 464-5597
- St. Joseph's Health, Department of Patient Relations
973-754-3147
- Other NY Providers/Systems www.health.ny.gov/professionals/doctors/conduct
1-800-663-6114
- Medicare Bill Questions 1-800-MEDICARE

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WHAT'S NEXT?????

What topics do you
want to know more
about?