

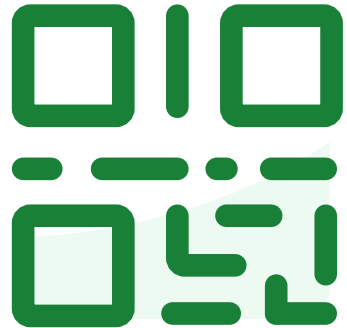
My Voice, My Care

BE AN ADVOCATE



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Taking Charge of My Health Team

Edward Esbeck, UCEDD Self Advocacy Coordinator

Dayrin Lovan, UCEDD Community Outreach Coordinator

Laury Scheidler UCEDD Program Coordinator



Goals for Today

WHAT IS THE ADA?

WHAT IS A SELF ADVOCATE

WAYS TO BE A SELF ADVOCATE

MAKING A DOCTOR APPOINTMENT

TALKING WITH MY DOCTOR

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What does it mean to be a self advocate?

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Being a self-advocate can also mean:

My Rights

My Health

My Choice



- Having your voice heard
- Saying yes or no
- Knowing your rights
- Asking for what you want and need
- Being treated with dignity and respect
- Being able to achieve your goals and live independently.

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Why is self-advocacy important?

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Why is it important to advocate?

Ask for the help you want

Hangout with friends you want

Ask questions

Work where you want to work

Buy what you want

Use the transportation that is best for you

Vote for who you want

Sometimes we don't get what we want

When and Where to Be a Self-Advocate

You can advocate for yourself:

- At the doctor's office
- At home
- In the community
- On the bus
- Talking with friends and/or family
- Advocate for accommodations you need

The ADA

The ADA stands for the Americans with Disabilities Act.

It is a federal law to protect Americans with disabilities from discrimination.

It helps remove barriers so you can participate more fully in the community.



What are some barriers you have faced in your healthcare?



General Accommodations

We all have the right to the equal access to health care.

An accommodation is a tool, service, or way of doing things that can help a person with a disability complete a task.

The doctor may need to provide accommodations so people with disabilities and/or who speak other languages can have equal access to services.

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What are some accommodations you might ask for?

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Health Care Rights and Responsibilities

Rights

- Choose a provider or clinic.
- Be treated with respect.
- Bring a support person.
- Receive the accommodations you need.
- Have the doctor explain things, so you can understand.

Responsibilities

- Be on time for appointments. Call in advance to cancel or if you will be late.
- Give accurate information to your doctor.
- Follow your doctor's directions.
- Use urgent care and emergency services appropriately.

Finding a New Doctor

You may need to choose a new doctor because:



- You have moved far away
- Your doctor has moved away
- You need to wait too long for an appointment
- Your doctor has stopped working
- You feel uncomfortable with your current doctor
- Your doctor will not give you enough time to talk

How to Find a New Doctor



You can ask friends about any good doctors they know



You can ask your former or current doctor



You can call your insurance company or visit their website.



What ideas do you have to find a new doctor?



Things to consider when choosing...

- The doctor's gender
- The office location/close to transportation
- Can they accommodate your needs?
- Wheelchair accessibility
- Sign Language Interpreters
- Private place to wait
- Extended appointment time
- Do they accept your insurance?
- A language interpreter

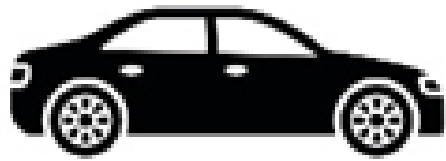
Me and My Doctor

Making an Appointment

Hi, I need to make an appointment.



- Find a time that works for both you and your doctor.
- Know where your doctor is located.
- Let your doctor know if you need language services.
- Ensure the doctor's office is accessible and that they can accommodate your needs.



Finding Transportation

Planning how you will get to your appointment is important:

- For the bus, you may need a pass or fare money.
- If someone drives you, schedule with them ahead of time.
- If you drive, ask about parking.



Your Support Person

A support person is someone you feel safe with and who you can trust. Who might that be?

A support person can help:

- With transportation
- With your questions for the doctor
- Taking notes during your visit

Not everyone will want or need a support person.

What Should I Bring to My Appointment?

IOWA
IDENTIFICATION CARD
SAMPLE
ALEXIS MIDDLENAME
123 SAMPLE DRIVE
APT B
AMES, IA 50010-0000
DL No. 123456789
ISS 06/06/2009 EXP 06/06/2014
Class 0 End NONE Sex F
Restrictions NONE Hgt 166
Eyes GR
DOB 06/06/1957
DIVERSITY MED ADV
DD 512345677SA1230F140606D
Alexis Sample

iowa total care.
la health link
Effective/ Fecha Efectiva:
MM/DD/YYYY
RX: XXXXX
RXBIN: XXXXX
RXPCN: XXXXX
RXGRP: XXXXX
NAME/NOMBRE: JANE C. DOE
MEDICAID ID #: XXXXXXXXXX
DOB: mm/dd/yyyy
PCP Name/Nombre Del PCP: DR. NAME
PCP Phone/Teléfono del PCP: XXXXXX-XXXX
Bring your Iowa Total Care ID card when you see your doctor or go to receive care.
Lleve su tarjeta de identificación de Iowa Total Care cuando vea a su médico o vaya a recibir atención.
If you have an emergency
For non-emergencies, call
Si tiene una emergencia
llame al número de asistencia al
paciente de su compañía de seguros.
BlueCross BlueShield THE UNIVERSITY OF TEXAS SYSTEM
New Patients Do Health Insurance. Detailed Policies.

ON-TRAC for Health
The Network of Transition Resources for Adult Care

My Profile

My official name is _____
and I go by _____
My date of birth is _____

You can help my appointment go smoothly by:

BlueCross BlueShield
Subscriber Name: _____ Plan Name: UT SELECT (PPO)
Identification Number: UTS0XXXXXXXX
Group Number: 071778 Family Care \$30
Coverage Date: 09/01/12 Specialist Care \$35
Network Number: PTXOA Emergency Room \$150

Medicine List


Medication	Dose	Time	Food	Reason	Doctor

- Health insurance card
- A support person, if you want one
- Photo identification
- List of medications and questions for the doctor.
- My Profile Card.

My Profile Card

Information to help my care team

- Has a picture of me.
- My name and date of birth.
- What I like people to call me.
- Things that I don't like.
- What makes me comfortable.

 **ON-TRAC for Health**
Our Network of Transition Resources for Adult Care

My Profile

My official name is _____
and I go by _____
My date of birth is _____

You can help my appointment go smoothly by:

Example: My Profile Card



My Profile

My official name is Dayrin

and I go by Dayrin

My date of birth is 08/24

You can help my appointment go smoothly by:

Talk to me slowly and use plain language.

I need a translator.

I need extra time with my doctor.

I don't like needles!



What I should bring to my appointment:

- Identification
- Insurance Card
- Questions for my doctor
- Medication List

Common examples to make your appointment go more smoothly:

Sound	Speaking to me quietly.
	Giving me a quiet place to wait. Allow me to listen to music on my headphones.
	Talking to me slowly and asking me follow up questions to make sure I understand. I will need extra time to respond.
Sight	Taking off your white coats before meeting with me.
	Keeping the lights low.
Time	Giving me examples of how long the wait will be.
	Minimizing my appointments to less than 5 minutes with the doctor in the room.
	Allowing me to nap in my wheelchair until the team is ready to see me.
Space	Keeping the room door open. I do not like small spaces.
Touch	Not offering me a Band-Aid, I do not like them.
	Asking my permission before touching me.
	Being extra gentle with my hand/leg/other body part. It is extra sensitive.
Reinforcement	Drawing pictures when you are explaining things helps me understand.
	Let my mom/staff/etc. join me at the appointment but direct questions to me.



My Profile

My official name is Dayrin

and I go by Dayrin

My date of birth is 08/24

You can help my appointment go smoothly by:

Talk to me slowly and use plain language.

I need a translator.

I need extra time with my doctor.

I don't like needles!



Speaking Up with Your Doctor

- Remember you are in charge of your body.
- Talk to your doctor about your concerns or any changes in your health.
- Ask questions to make sure you understand what the doctor is saying.
- Review with your doctor what you discussed before you leave.
- Check with your support person, if you brought someone.



What does a successful appointment look like?

- You got there on time
- You spoke up about your concerns
- Your doctor listened to your needs
- Your doctor spoke to you with respect
- Your accommodation needs were met
- You know what you need to do
- You felt comfortable

A successful appointment for Mike:

Mike has a sore throat and has gone to the doctor.

Requested a longer appointment.

Requested needed forms ahead of time.

Met with his support person beforehand.

Asked the doctor to speak to him directly.

Programmed all his questions into his communication device.

At the end of the appointment, Mike asked the doctor to email him the summary of his visit and set up his next appointment.





What We Learned

What it means to be a self-advocate

Why it is important

Ways to be a self-advocate

Places you can be a self-advocate

Your healthcare rights and responsibilities

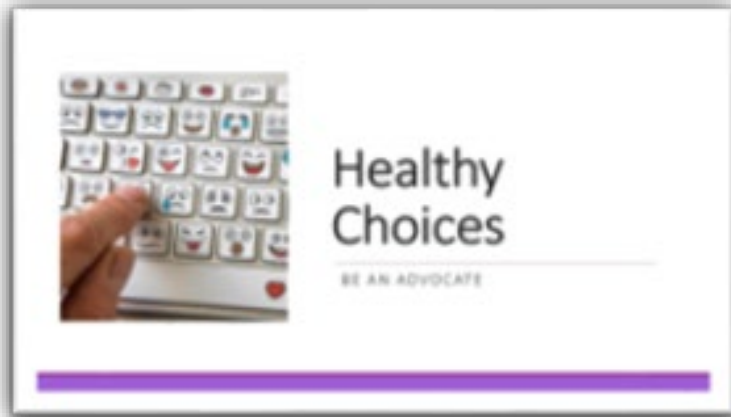
My Profile Card- How you can advocate in your healthcare

Know how to make appointments

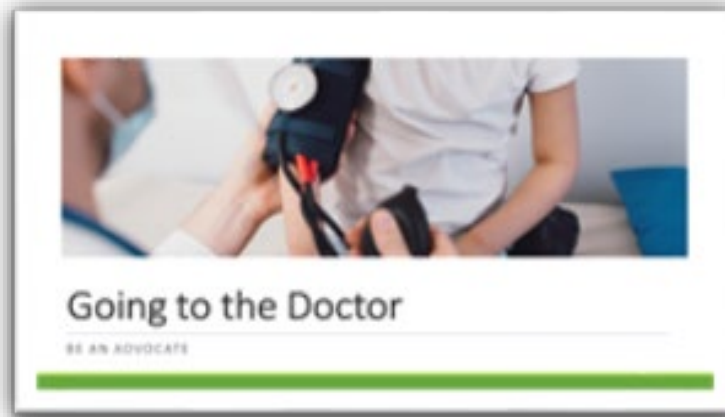
How to choose a doctor

Questions and/or Comments

Upcoming Webinars



November 20, 2024
12:00pm – 1:00pm



December 4, 2024
12:00pm – 1:00pm



December 11, 2024
12:00pm – 1:00pm

Contact:

Edward Esbeck, UCEDD Self Advocacy Coordinator

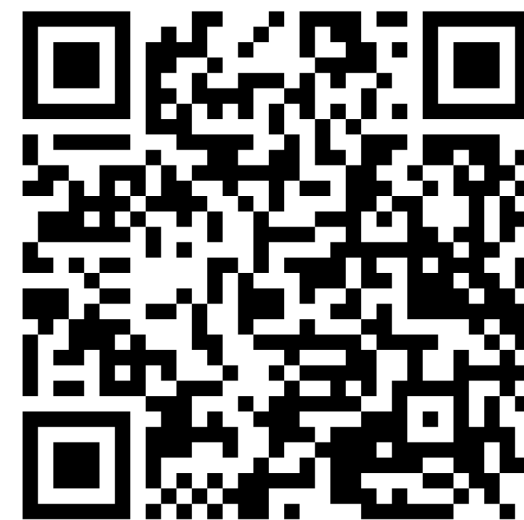
edward-Esbeck@uiowa.edu

Dayrin Lovan, UCEDD Community Outreach Coordinator

dayrin-lovan@uiowa.edu

Laury Scheidler UCEDD Program Coordinator

laury-Scheidler@uiowa.edu



Please
take our
survey!

Acknowledgement

The Iowa Taking Charge of My Health (TCMH) curriculum, including power points, worksheets and fact sheets is inspired by Oregon's University Center for Excellence in Developmental Disabilities (UCEDD) Taking Charge of my Healthcare Toolkit which can be found at <https://www.ohsu.edu/oregon-office-on-disability-and-health/taking-charge-my-health-care>.

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The information provided is for general use and not medical advice or intended to address any individual situation.

