



The Caregiver Resource Center



Concierge Case Management & Advocacy

Healthcare Advocates "A Real Lifesaver"

Advocacy services are beneficial across the continuum of care whether in the home, doctor's office, ER, hospital, assisted living facility or nursing home.

Having worked in the health and mental field for more than 40 years, Linda Ziac is frequently in the ER and hospital with a client and their family, serving as their advocate. Linda has always felt confident in her role of helping others.

WHEN AN UNEXPECTED SITUATION OCCURS



You can imagine Linda's surprise when she learned that being an advocate for another person, doesn't necessarily mean that she's the best person to serve as her own advocate.

A few years back, while visiting a patient in the hospital, Linda had the opportunity to become a patient in the ER. Linda was experiencing a great deal of pain and went to the ER to be checked out.

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Don't Become a Statistic

Are you one of the 78% of Americans who are unprepared should a medical emergency strike?

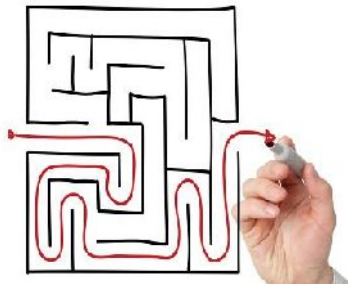
According to the File of Life.org

- 116 million Americans are involved in an accident each year
- 50% of people suffer with chronic illnesses such as high blood pressure, diabetes or asthma
- 58% of all 911 calls involve a senior

Linda was fortunate that her niece who is a registered nurse and advanced emergency medical technician learned that Linda was in the ER, and came to make sure that Linda was getting the best care possible, while serving as Linda's advocate.

Once Linda received the care that she needed and she left the ER, Linda and her niece talked about Linda's ER experience. Linda was surprised at how much of her ER experience was a blur to her due to her level of pain. Linda was unable to remember many of the healthcare professionals who came into her room, the care she received, or the specifics of her diagnosis and treatment recommendations.

THE HEALTHCARE MAZE



Over the years there have been remarkable strides made in the healthcare field. Unfortunately as healthcare becomes more comprehensive and complex, it can be difficult for a person to understand medical diagnoses; diagnostic tests; medical treatment options; medications; and insurance benefits, coverage and co-pays to name a few.

All of this can be overwhelming and have the potential to negatively impact on a person's health and safety, if there isn't a clear understanding and road map to follow.

As more demands are being placed on medical professionals and doctors with time constraints, patients are often left to seek knowledge and guidance from other sources, in order to make sound decisions for themselves and their loved ones.

The Caregiver Resource Center

[Visit Our Website](#)

[Concierge Case Management & Advocacy Brochure](#)

[Successful Aging Brochure](#)

Benefits of Our Services

- Well respected company serving the community since 1990
- All services are individually designed to meet your unique needs
- We are available 7 days a week by appointment and 24/7 for emergencies
- Professional support & guidance
- Our services are provided on-site in the home, ER, hospital, short term rehab, assisted living, and nursing home

Menu of Our Services *

- Advocacy
- Home Safety Audit
- Emergency Medical Advocacy while in

AN ADVOCATE



As an advocate, Linda often uses metaphors to help clients understand various concepts such as the following. When a person schedules a vacation to a new location, they often hire a tour guide with knowledge and experience to help them on their journey. This guide is able to provide valuable information, make suggestions, point them in the right direction, and help steer away from known challenges and difficulties.

A healthcare advocate serves a similar role when dealing with the healthcare system.

An advocate serves different functions depending on your particular needs.

Potential Advocate Services

1. Help prepare a list of your medical information (e.g. medical history, previous surgeries, medications and dosages, personal care devices)
2. Assist you in scheduling appointments with your doctors and other providers
3. Accompany you to appointments with doctors and other health professionals, and take notes of what occurs during the meeting
4. Implement a plan to help you keep track and monitor your medication compliance
5. Ensure that any new diagnoses, medications, or treatment recommendations by one doctor, are shared with your other doctors and healthcare team
6. Help you to understand and clarify available covered hospitals, doctors, diagnostic tests, procedures and treatment choices

the ER and hospital

- Screening, arranging for and monitoring Care Services
- Crisis Management
- Family Support & Counseling
- Insurance Claims Research & Assistance
- Research of Community Resources
- Referrals to Specialists (e.g. medical, legal, or financial professionals)
- Family Discussions and Issue Mediation
- Transitioning to an alternative living option (e.g. home to assisted living)

* Fee for service

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7. Explore the pros and cons of each medication and treatment option
8. Clarify your insurance benefits, coverage, deductible, co-pay, etc.
9. Be a sounding board as you explore your options, helping to focus on your wishes while taking into consideration the pros and cons of each option
10. Speak with medical personnel in order to obtain information, share information, and to make sure that everything that can be done is being done
11. Assess your current needs with input from other care team members
12. Help make referrals for ancillary services (e.g. transportation, homecare, assisted devices, medical equipment, rehabilitation)
13. Assist with the completion of paperwork and forms
14. Explore insurance denials, and assist you in the appeal process
15. Help with cost containment

Despite the fact that the United States has one of the best health care systems in the world, healthcare can often be complex, confusing and overwhelming.

Issues may include complex medical cases, rising costs, limited resources, limited communication and coordination among a patient's multiple care providers, lack of patient understanding and follow through, people without health insurance, and the negative impact of things falling through the cracks.

The value of a healthcare advocate is to have someone with the knowledge and expertise to understand and assist you in dealing with the many challenges, and twists and turns on your healthcare journey.



THE CAREGIVER RESOURCE CENTER

We are specialists who assist seniors, people with special needs and their families in implementing ways to allow for the greatest degree of health, safety, independence, and quality of life.

The Caregiver Resource Center is unique in that we are available for our clients whenever and wherever they need us.

Some Benefits of Our Services

- Well respected company serving the community since 1990
- Assistance for seniors, people with special needs, and families; who are dealing with health and mental health challenges
- All services are individually designed to meet the unique needs of the client & their family
- We are available 7 days a week by appointment, and 24/7 for client emergencies
- Our services are provided onsite across the continuum of care whether in the home, doctor's office, ER, hospital, assisted living facility, or nursing home
- Professional Support & Guidance
- Family Discussions & Mediation

For more information contact

Linda Ziac at 203-861-9822

The Caregiver Resource Center • Greenwich, CT

www.CaregiverResourceCenter.com • 203-861-9833

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Linda Ziac, LPC, LADC, BCPC, CEAP, CCM, CDP
President
The Caregiver Resource Center
Greenwich, CT
203-861-9833
www.CaregiverResourceCenter.com
LindaZiac@CaregiverResourceCenter.com