

Surviving Healthcare

“How To” Use the POWER of Advocacy to Make Aging Easier & Far More Affordable !!



Bonnie K. Brown

Board-Certified Patient Advocate

FREE WEBINAR
MASTERCLASS

5

Steps to take the

HASSLES OUT
of Healthcare



Bethanie Nonami



Medicare Insurance
Training Series



Denise Anderson

DAY 1: When and How to Enroll in Medicare?

DAY 2: Why Does Medicare Have So Many Different Parts?

DAY 3: Medicare Part D - The Almighty Prescription Plan

DAY 4: Deciding What Medicare Coverage is Best for YOU!

DAY 5: Taking the Hassles OUT of Healthcare

Bonnie K. Brown

Founder of A Better Life, LLC



A BETTER LIFE®
Taking the Hassles Out of Healthcare



AARP Caregiver Accelerator

Judge's Choice Winner

Bonnie K. Brown



Congratulations on your hard work and selection as the Judge's Choice Winner!

Awarded to

Bonnie Brown, A Better Life

Awarded by

Monica Stynchula
Monica Stynchula, Program Director

Danielle Callahan
Danielle Callahan, Program Manager



The Promise

You'll Learn:

- 1) What **Self-Advocacy** is, how it works, and how you can use it to get to your best wellness possible and live ... *A Better Life !*
 - 2) The **5 Simple Steps** for Taking the Hassles OUT of Healthcare.
-



What is Self-Advocacy?



Self-Advocacy

The action of representing oneself or one's point of view, or interests.



17

17 operations.
10 surgeries in
the past
12 years alone.
4 more to go.

\$150 K

Saved
\$150,000 by
finding & fixing
my medical
billing errors.

\$350 K

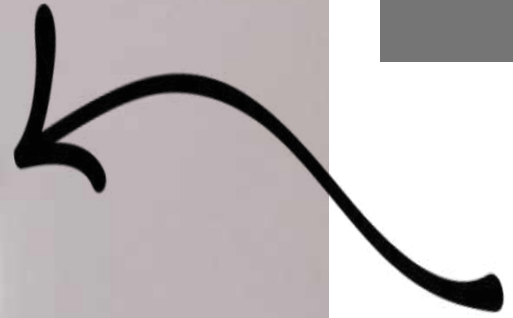
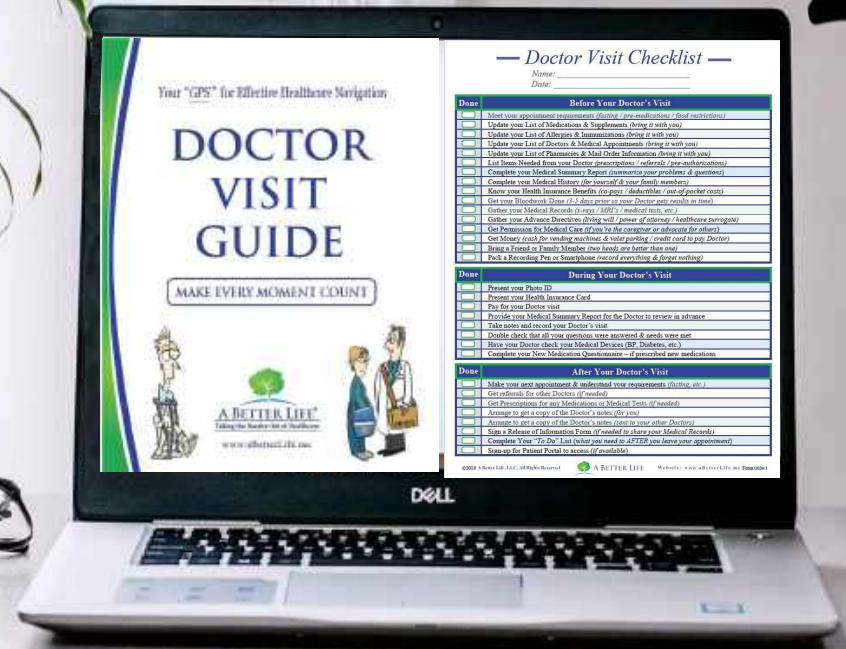
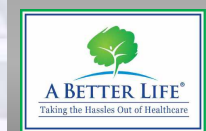
\$2 Million in
Medical Claims.
\$350,000 spent in
out-of-pocket costs.

First-Hand Experience Counts !

Exclusive
Bonus

Stay
With Me

UNTIL
THE END



Your "GPS" for Effective Healthcare Navigation

DOCTOR VISIT GUIDE

MAKE EVERY MOMENT COUNT

— Doctor Visit Checklist —
Name: _____
Date: _____

Done	Before Your Doctor's Visit
<input type="checkbox"/>	Meet your appointment requirements (arrive on-time / pre-medications / food restrictions)
<input type="checkbox"/>	Update your List of Medications & Supplements (bring it with you)
<input type="checkbox"/>	Update your List of Allergies & Immunizations (bring it with you)
<input type="checkbox"/>	Update your List of Doctors & Medical Appointments (bring it with you)
<input type="checkbox"/>	Update your List of Insurance & Vital Information (bring it with you)
<input type="checkbox"/>	List Items Needed from your Doctor (prescriptions / referrals / pre-authorizations)
<input type="checkbox"/>	Complete your Medical History Report (answer any questions if questions)
<input type="checkbox"/>	Complete your Medical History (for yourself & your family members)
<input type="checkbox"/>	Know your Health Insurance Benefits (coverage / deductible / out-of-pocket costs)
<input type="checkbox"/>	Get your Bloodwork Done (if it's due prior to your Doctor visit results in hand)
<input type="checkbox"/>	Gather your Medical Records (e.g., MRI / medical tests, etc.)
<input type="checkbox"/>	Gather your Advance Directives (bring with you if necessary - healthcare paragraphs)
<input type="checkbox"/>	Get Permission for Medical Care (if you're the caregiver or advocate for others)
<input type="checkbox"/>	Get Money ready for pending payments & visit payment (credit card to pay Doctor)
<input type="checkbox"/>	Bring a Friend or Family Member (can handle any billing that may arise)
<input type="checkbox"/>	Pack a Recording Pen or Transcription (record everything & target findings)

Done	During Your Doctor's Visit
<input type="checkbox"/>	Present your Photo ID
<input type="checkbox"/>	Present your Health Insurance Card
<input type="checkbox"/>	Pay for your Doctor visit
<input type="checkbox"/>	Provide your Medical Summary Report for the Doctor to review in advance
<input type="checkbox"/>	Take notes and record your Doctor's visit
<input type="checkbox"/>	Double check that all your questions were answered & write your own
<input type="checkbox"/>	Have your Doctor check your Medical Devices (if: Diabetes, etc.)
<input type="checkbox"/>	Complete your New Medication Questionnaire - if prescribed new medications

Done	After Your Doctor's Visit
<input type="checkbox"/>	Make your next appointment & understand your requirements (insurance, etc.)
<input type="checkbox"/>	Get referrals for other Doctors (if needed)
<input type="checkbox"/>	Get Prescriptions for any Medications or Medical Tests (if needed)
<input type="checkbox"/>	Arrange to get a copy of the Doctor's notes (for files)
<input type="checkbox"/>	Arrange to get a copy of the Doctor's notes (sent to your other Doctors)
<input type="checkbox"/>	Save a Release of Information Form (if needed to share your Medical Records)
<input type="checkbox"/>	Complete Your "To Do" List (other you need to attend to before your appointment)
<input type="checkbox"/>	Sign-up for Patient Portal to access (if available)

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— Advocating Approach —

A Great Framework to Follow when Talking to Your Doctor

Letter	Words to Remember	Important Points to Cover
A	ACKNOWLEDGE <i>Your Health History</i>	Have you experienced this before?
D	DISCUSS <i>The Duration</i>	How often does it happen to you?
V	VERIFY <i>The Location</i>	Where does it bother you most?
O	OUTLINE <i>The Onset</i>	When did your problem first begin?
C	CHART <i>The Characteristics</i>	Describe your problem in detail.
A	ANALYZE <i>What Bothers You</i>	What situations make it worse?
T	TALK <i>About Timeframes</i>	What was the sequence of events?
I	INVESTIGATE <i>What Gives Relief</i>	What situations make it better?
N	NOTE <i>The Severity</i>	On a scale of 1-10 how bad is it?
G	GIVE <i>More Details</i>	What else is important to note?

Self-Advocacy

How To Be A Good Consumer Of Your Healthcare Benefits!

— Doctor Visit Checklist —

Name: _____

Date: _____

Done	Before Your Doctor's Visit
<input type="checkbox"/>	Meet your appointment requirements (<i>fasting / pre-medications / food restrictions</i>)
<input type="checkbox"/>	Update your List of Medications & Supplements (<i>bring it with you</i>)
<input type="checkbox"/>	Update your List of Allergies & Immunizations (<i>bring it with you</i>)
<input type="checkbox"/>	Update your List of Doctors & Medical Appointments (<i>bring it with you</i>)
<input type="checkbox"/>	Update your List of Pharmacies & Mail Order Information (<i>bring it with you</i>)
<input type="checkbox"/>	List Items Needed from your Doctor (<i>prescriptions / referrals / pre-authorizations</i>)
<input type="checkbox"/>	Complete your Medical Summary Report (<i>summarize your problems & questions</i>)
<input type="checkbox"/>	Complete your Medical History (<i>for yourself & your family members</i>)
<input type="checkbox"/>	Know your Health Insurance Benefits (<i>co-pays / deductibles / out-of-pocket costs</i>)
<input type="checkbox"/>	Get your Bloodwork Done (<i>3-5 days prior so your Doctor gets results in time</i>)
<input type="checkbox"/>	Gather your Medical Records (<i>x-rays / MRI's / medical tests, etc.</i>)
<input type="checkbox"/>	Gather your Advance Directives (<i>living will / power of attorney / healthcare surrogate</i>)
<input type="checkbox"/>	Get Permission for Medical Care (<i>if you're the caregiver or advocate for others</i>)
<input type="checkbox"/>	Get Money (<i>cash for vending machines & valet parking / credit card to pay Doctor</i>)
<input type="checkbox"/>	Bring a Friend or Family Member (<i>two heads are better than one</i>)
<input type="checkbox"/>	Pack a Recording Pen or Smartphone (<i>record everything & forget nothing</i>)

Done	During Your Doctor's Visit
<input type="checkbox"/>	Present your Photo ID
<input type="checkbox"/>	Present your Health Insurance Card
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<input type="checkbox"/>	Have your Doctor check your Medical Devices (BP, Diabetes, etc.)
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Done	After Your Doctor's Visit
<input type="checkbox"/>	Make your next appointment & understand your requirements (<i>fasting, etc.</i>)
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<input type="checkbox"/>	Arrange to get a copy of the Doctor's notes (<i>sent to your other Doctors</i>)
<input type="checkbox"/>	Sign a Release of Information Form (<i>if needed to share your Medical Records</i>)
<input type="checkbox"/>	Complete Your "To Do" List (<i>what you need to AFTER you leave your appointment</i>)
<input type="checkbox"/>	Sign-up for Patient Portal to access (<i>if available</i>)

I'm just like you ...



Are You ...

- ✓ Frustrated by Healthcare?
- ✓ Overwhelmed by the Complexity?
- ✓ Challenged Finding Good
- ✓ Doctors?

*If so, then you are **NOT** Alone !!*
Sick & Tired of Paying Too Much?

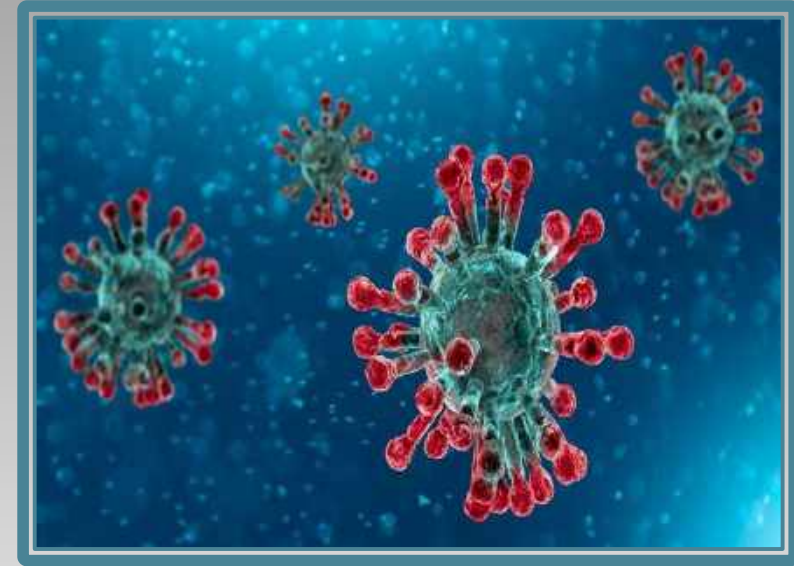
The Problem ?

Coronavirus

Pandemic
People Need
to Know

“ HOW TO ”

Advocate
for Themselves



Healthcare is Dangerous



We're moving
into a

“Do-It-Yourself”

Telehealth Model
of Medicine



Too Many People HAVE DIED

Millions more are still suffering from some sort of challenges due to COVID-19. Don't let that be you. Learn "How To" better Advocate for yourself.

Will YOU Be Ready?

Will you know WHERE to go, WHAT to do, and HOW to "DO IT" the moment you get sick? Will you know HOW to get yourself to exceptional Medical Care? Will you know what to SAY and what to ASK your Doctor? Because there won't be time to hesitate. You're going to need to act & act fast.

That's Why You Need SELF-ADVOCACY !!

The success of your health outcomes will depend on the decisions that you make (or don't make). And it could become a matter of life vs. death!

We Need
to Become
PROACTIVE

vs.

REACTIVE

and get
ourselves

ready

*before we
get sick !*



BUT FIRST

The Most Important QUESTION

The one that's probably keeping you up at night ...

You may have been tossing & turning ever since the Coronavirus first arrived, wondering & worrying what your future holds. In a moment's notice, the world as we know it STOPPED. Everything turned upside down. You had to pivot, and pivot *fast!*

And in that moment - EVERYTHING – in your life changed forever !!

Nothing will ever be the same. And while there's a lot of fear & frustration still being felt out there right now, rather than freaking out about what you cannot DO (or cannot CONTROL) it's far better to focus on what you CAN do and what you CAN control ... which is your REACTION to the situation! YOU have the *power* to take control over your health.

You have the power to begin finding the answer to that ***SINGLE MOST IMPORTANT QUESTION***, which is:

WHAT can I "DO" to remain SAFE?

Maybe You Didn't Realize ...

THAT BEFORE YOU CAN GAIN CONFIDENCE, CAPABILITY & CONTROL NAVIGATING HEALTHCARE
You Must First Understand ...



That it's

YOUR

Responsibility to

“ADVOCATE”

for Yourself

(and those you love!)

Simple & Practical

... yet, oh so complicated, right?

Maybe YOU can relate ...

After my family and I got sick, we didn't know IF we had the Coronavirus, or NOT. We were scared & confused. Test kits were unavailable. Resources were hard to come by. Nobody had reliable information, or medication that seemed to work. We were left to fend for ourselves . And the #1 THING that became quite obvious to us was that our Healthcare System was failing us.

The Need for Self-Advocacy became a Matter of Life vs. Death !!

We had to stand up and fight for ourselves, and for our right to get good & decent healthcare. The decisions we made, in the order we made them, led us to having 2 completely different outcomes. I was able to get myself the Coronavirus Test (*on the very 1st day the test site opened*), but my husband was NEVER allowed to be tested. My Doctor fought to make that happen for me. His Doctor did not. I got phone calls & ongoing communication. He got nothing but lies, runarounds, and misinformation. So, what did we learn from this experience? We learned that our Doctors are NOT in charge of our Healthcare. We are!!

ACTIONS speak Louder than words

Why Not?

Reason #1 – You’re

Overwhelmed

You’re worried sick about COVID-19 and you fear that you don’t have the necessary skills or resources you need to survive.



You’re Feeling Overloaded

There’s so much information coming at you, so fast. And so much of it is contradicted. You don’t know WHO you can believe (*or trust*). You’re scared that if you get sick, there won’t be enough Doctors, Hospitals, Medications, or Respirators to keep you alive.

What will I DO? Where will I GO? How will I protect myself?

SOCIAL DISTANCING & STAY AT HOME ORDERS

They all sound good, but then what? What else can you DO? How else can you be prepared and protect yourself? **You need to be READY to enter a complex Healthcare System at a moment’s notice!**

You Need to Know “Self-Advocacy”

Reason #2 – You’re Confused



You KNOW that you need to get your “Medical Affairs” in order, as soon as possible, but you have no idea exactly HOW to do that.

Copays, Deductibles & Out-of-Pocket Costs

There’s so much you need to know and understand, so you simply don’t know where to begin. You’re confused by all the lingo and worried sick about how MUCH it will cost you if you do get sick.

So, HOW can you best prepare & protect your financial interests? Where can you go to LEARN the details & terminology? WHO can help you coordinate your care during your time of need?

MANEUVERING THROUGH THE MEDICAL MAZE ...

It’s not easy. Healthcare comes with HASSLES. It just does. Plus

You Need to Speak the “Language of Healthcare”

Reason #3 – You’re Frustrated



You’re at a higher risk than others due to your age & physical condition, but you have no idea what to actually “DO” about that.

You’re Feeling Very Vulnerable Right NOW.

Sure, you know that good hygiene & social distancing are important, but *then* what? What IF you still get the Coronavirus? Where should you GO, and what should you DO? What should you bring with you? And what if you need to leave in a hurry? Would you be 911-Ready?

YOU NEED AN ACTION PLAN ...

You need to have your Emergency Preparedness Plan in place, and you need to have your *Medical Affairs* in order. You’ve tangled with the Healthcare System before & you know it’s NOT easy. And you don’t want to be caught off-guard, ever again. So, you need to get yourself better prepared ... for whatever is that’s coming your

You Need to get your Medical Affairs In Order

Can you imagine ...

What it would feel like
if you *DIDN'T* have to worry
about having medical
events, or medical
emergencies?



It Is Possible!

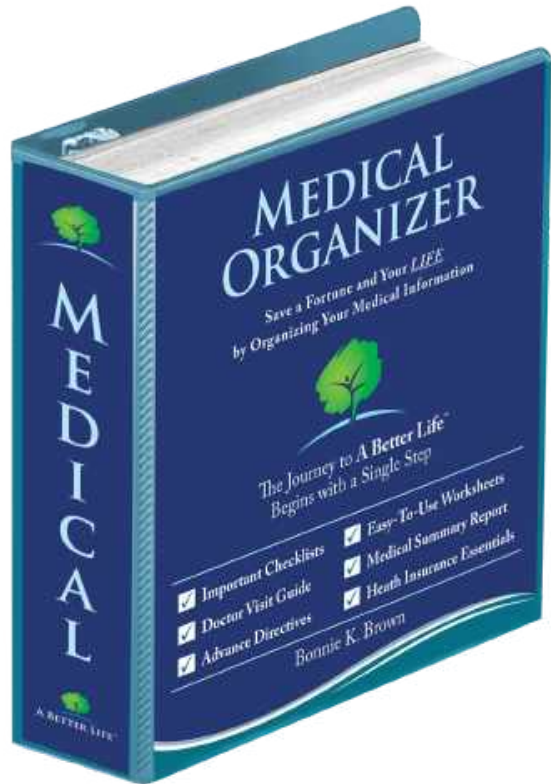
What I Learned

To Survive Healthcare

You Need 2 THINGS:

1. **Good Communication**
2. **Excellent Organization**

It will help you save time,
money & energy!



You Need a Roadmap to Follow ...

A Step-by-Step
“Self-Advocacy
System”

that can guide you
through what to do,
and HOW to do it,
1st, 2nd, and 3rd



What
Questions
should
YOU ASK
Your Doctor
BEFORE
you
get the
Coronavirus?
(COVID-19)



— Coronavirus Questions —

Name: _____

Date: _____

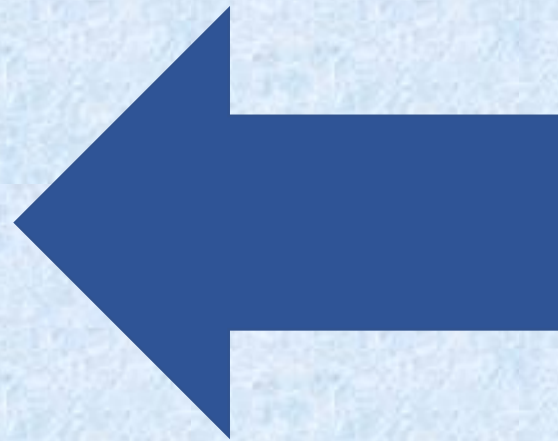
Questions to ASK your Doctor About the Coronavirus	
1	If I woke up sick tomorrow what would you want me to do?
2	Would you be able to see me?
3	Would YOU be able to test me?
4	If not, where would I go to get tested?
5	Would I need some sort of specific approval (or referral) from you to get the test?
6	And are you strictly doing Telehealth Visits or can I come see you in person?
7	What happens when Telehealth isn't enough to diagnose or treat me?
8	What if I get sick on a weekend, or holiday, then what?
9	What if I have trouble breathing?
10	And what point would I know that it was serious enough for a hospital?
11	When it comes to your patient care, what will you be doing differently?
12	Will there be different stages or are these changes permanent?
13	What can I do to help you, help me?
14	What medical equipment should I have on hand for you telehealth visits?
15	How can I avoid big mistakes being made?
16	And how can I better advocate for myself to get to better health outcomes?
17	How do we best move forward from here?

— COVID-19 Testing Questions —

Name: _____

Date: _____

In the past 14 days have you had: Cough, sneezing, shortness of breath?	Yes _____	No _____
Fever of 100.4 F or Higher (38 Degrees Celsius)	Yes _____	No _____
In the past 14 days, have you: Traveled internationally or to New York, New Jersey, Connecticut, or Louisiana?	Yes _____	No _____
Have you had close contact with anyone confirmed or suspicious / suspect of having COVID-19 (defines as being within approximately 6 feet of a known or suspicious / suspect for COVID-19 case for prolonged period of time or having contact with infectious secretions of COVID-19 case)?	Yes _____	No _____
Have you recently been tested for COVID-19?	Yes _____	No _____
If Yes, did you test positive?	Yes _____	No _____
Or, are the results still pending?	Yes _____	No _____
<i>Patient Name (Print)</i>		
<i>Signature of Patient (or Legal Representative)</i>		
<i>Witness Name (Print)</i>		



What
Questions
you MIGHT
be asked
Before
You Can
Get Testing
for the
Coronavirus?
(COVID-19)



The Myths

... and why they're False!

The Doctor is Not in Charge



You're in charge !!

You must take
RESPONSIBILITY for
your health & learn
"How To" be in control.



Marcus Welby Doesn't Exist



Only in a TV Show !!
The days of having
just 1 Doctor to treat
EVERYTHING
is long gone now.

Tech Doesn't Make it Easier



It makes it harder !!

*It dramatically
increases the
COMPLEXITY and
the Cost of Your Care.*

Doctors Don't Know Everything



They need help, too !!

They're often highly trained in just ONE AREA and may not be able to treat it all.

Nobody is Coordinating Our Care



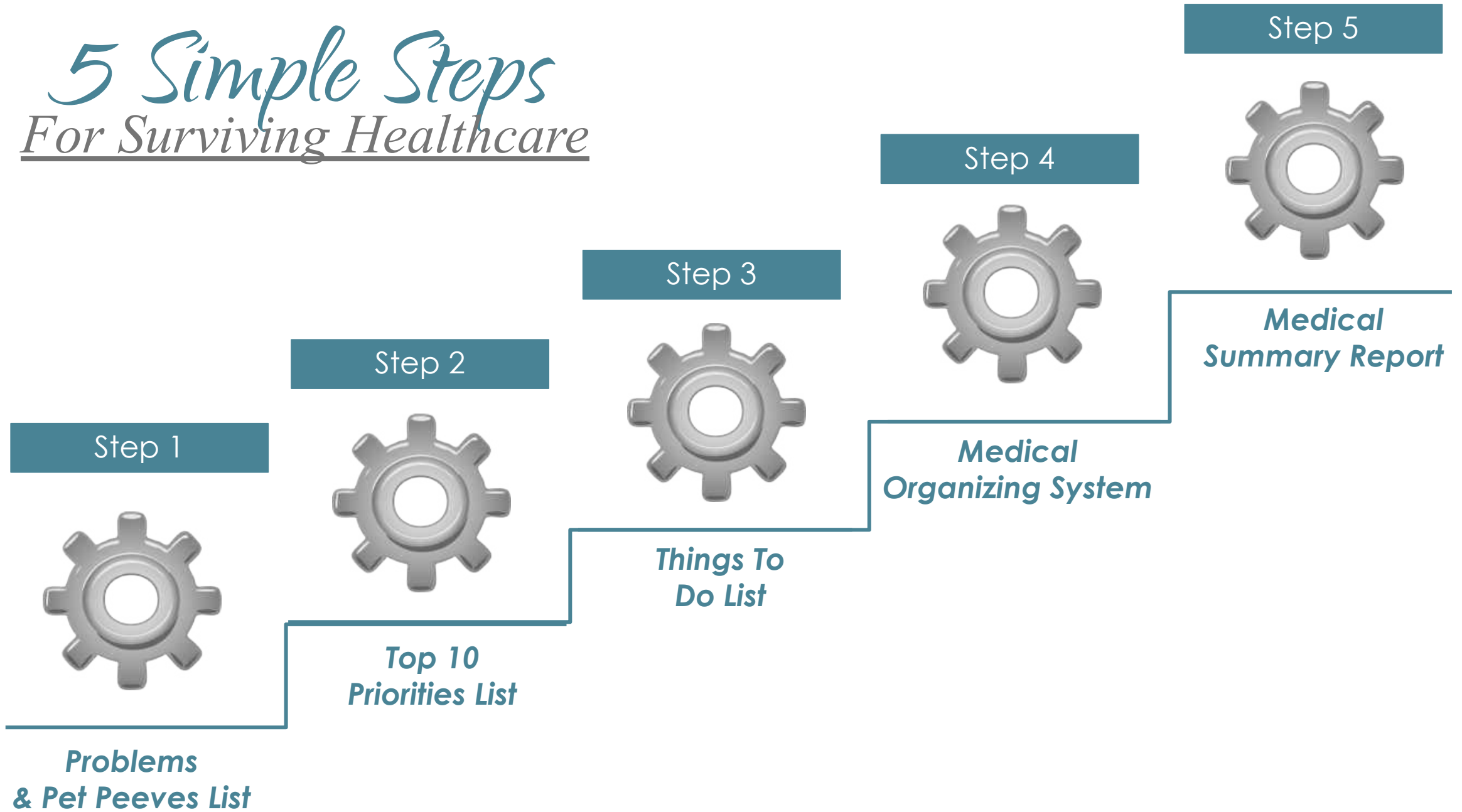
So, we're on our own!!

We've got to FEND
for ourselves when it
comes to getting
Medical Care.

The Solution?



5 Simple Steps For Surviving Healthcare





Your
wellness
Matters

— *Top 10 Priorities List* —

Name: _____

Date: _____

Priority #	Problems & Pet Peeves
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

STEP #2

Define
Your Top
10
Priorities

*Your
Roadmap
to Success*



— Things To Do —

Name: _____
Date: _____

PHONE CALLS	

THINGS TO DO	

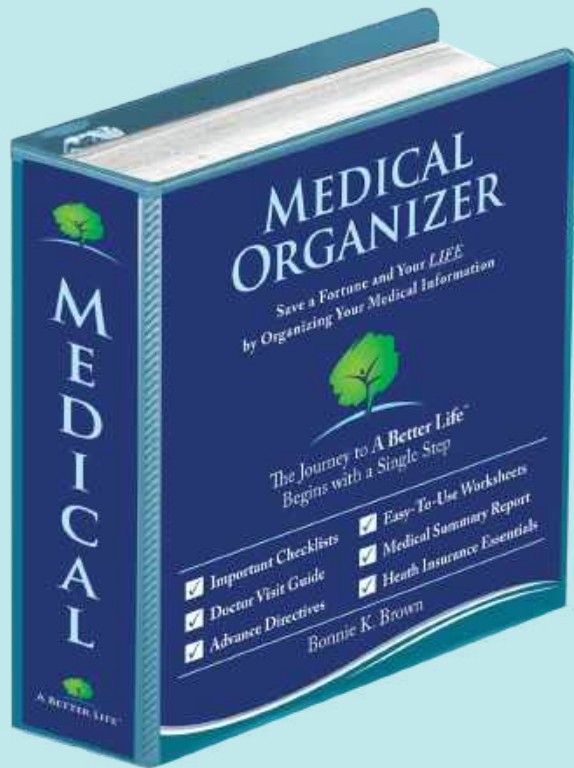
THINGS TO BUY	

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STEP #3

Create
Your
Things
to Do
List

*It's Your
Action
Plan*



Create a Medical Organizing System to provide an easy way to simplify your medical information, take control over your health, and become your own best Advocate. It will help you save valuable time,

STEP #4 Organize Your Medical Records

*Keep Them
Up-To-Date*

What Type of Info is Needed?

- ✓ List of Medications & Allergies
- ✓ List of Vitamins & Supplements
- ✓ List of Doctors & Pharmacies
- ✓ List of Problems & Symptoms



Medical Organizer Sections



Section #1: Doctor Visit

Section #2: Medical Summary Report

Section #3: Insurance

Section #4: Billing

Section #5: Labs

Section #6: Tests

Section #7: Legal

Section #8: Miscellaneous

Makes it Easy to Find Things



— Medical Summary Report —


Name: _____ Doctor: _____
Date: _____ Specialty: _____

Overview	

Date	History of Medical Problems

Top Concerns

Questions

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STEP #5

Create Your Medical Summary Report

*Your
1-Page
Snapshot*

—Medical Summary Report—

SAMPLE DOCUMENT

Overview

*I am here today because I'm trying to get to a correct diagnosis for some medical problems I've been having.
I've been experiencing joint pains in my hands and hips and it has become very painful when I sleep.
I wake up with fatigue, stiff joints, and have noticed a considerable loss in my range of motion.
I've already had X-rays, CT Scans, and Bloodwork that all came back in the normal range.
My Primary Care Doctor doesn't know what is wrong with me and referred me to you for a consultation.*

Date

History of Medical Problems

Date	History of Medical Problems
February 15	I first began noticing my joint pain, especially in my hands and hips.
March 1	Began having trouble sleeping & waking up in pain. I tried ice / heat / ibuprofen – no help.
March 15	Bought a new bed and upgraded to a posturepedic mattress – no change. Still in pain.
March 26	Met with Primary Care Doctor – got bloodwork – results came back normal.
April 6	Got X-rays taken of hands and hips – results came back normal.
May 17	Got a CT Scan of hands and hips – results came back normal.
June 11	Began taking 500 mg. Naproxen – twice per day – for 3 months – it did not help.
September 21	Began taking 10 mg. Prednisone – twice per day – for 30 days – it did help initially.
November 19	Pain began to increase again – Primary Care Doctor not sure what to do – referred me to you.

Top Concerns

- 1) I don't have a clear diagnosis after 8 months of trying all different kinds of things.
- 2) I am concerned about it being rheumatoid arthritis, or an auto immune disease of some sort.
- 3) I don't have a treatment plan in place ... or any idea of how to resolve my medical situation.
- 4) I don't have a clear understanding of where to go from here and I am feeling very frustrated.

Questions

- 1) Can you help me get to a proper diagnosis?
- 2) How serious is this and how often have you seen this before?
- 3) What are *all* my possible treatment options?
- 4) What are the long-term implications of these problems?
- 5) If this was happening to you, what would you do to try and resolve your issues?

Explain what's been happening with your health.

Explain the history of your medical issues.

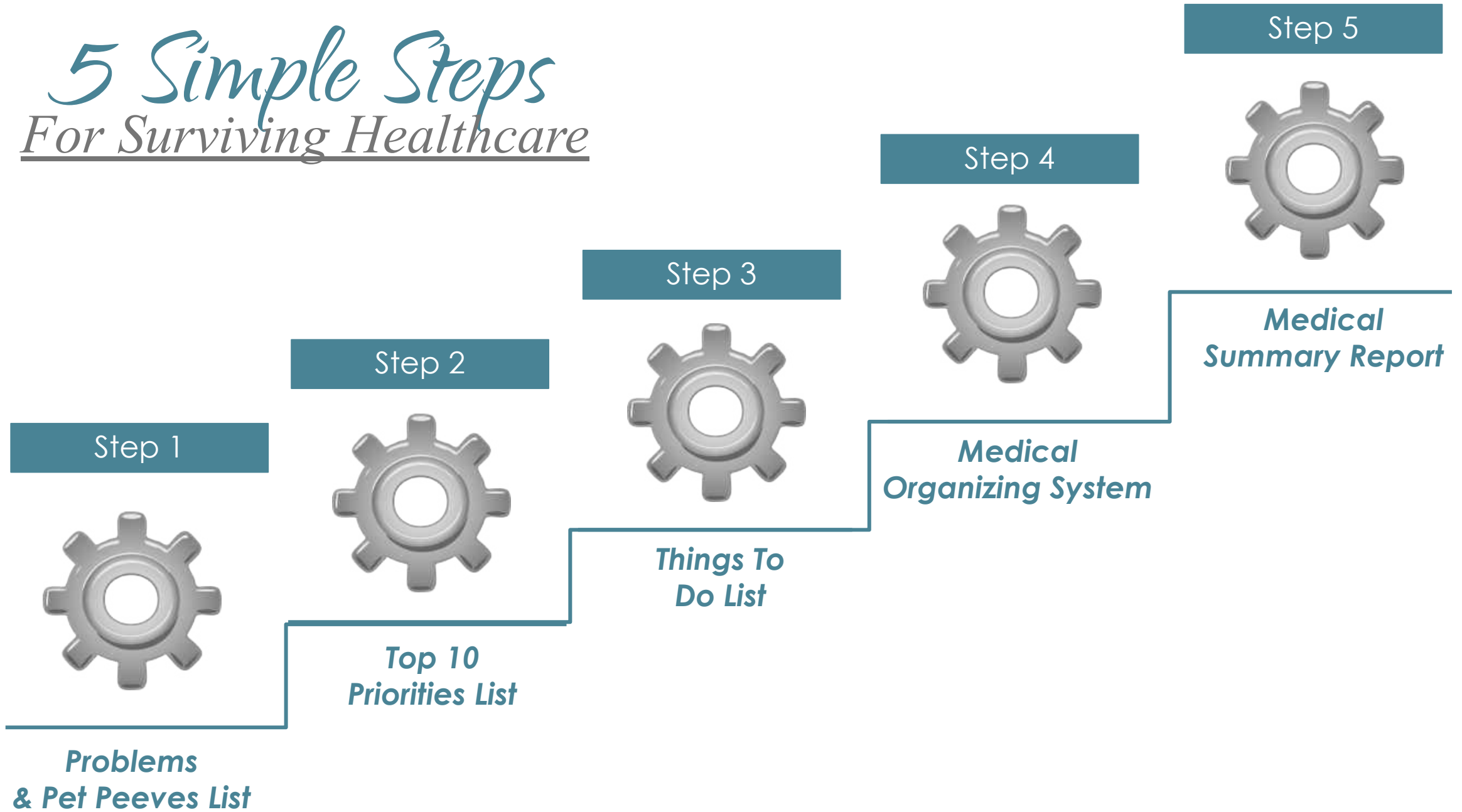
List your top concerns right now.

List the questions you want to ask.

SAMPLE of a Medical Summary Report

*A One Page
Snap-Shot of You
Today*

5 Simple Steps For Surviving Healthcare



Would you like my help?



Would you like me
to show you “How To”
Advocate for Yourself
and create a *Medical
Organizing System?*

EDUCATIONAL TRAINING & COACHING PROGRAMS



"STARTER" MEDICAL ORGANIZER

10 Essential Forms

"Starter" Medical Organizer



"BASIC" MEDICAL ORGANIZER

29 Essential Forms + Training

"Basic" Medical Organizer



"DELUXE" MEDICAL ORGANIZER

187 Essential Forms + Training + 3 Guidebooks

"Deluxe" Medical Organizer



SIMPLIFYING HEALTHCARE "All-in-One" Package Deal

187 Essential Forms + 3 Guidebooks + 3 Coaching Sessions

Simplifying Healthcare



The #1 THING To Do To Stop Worrying ... FAST!

The #1 Thing To DO



WORRY-FREE GUIDE 3-Steps to Worry-Free ... Health!

Worry Free Guide

Free Webinar Masterclass

Sign-Up Today!



Free Webinar Masterclass – Sign-Up Today !!

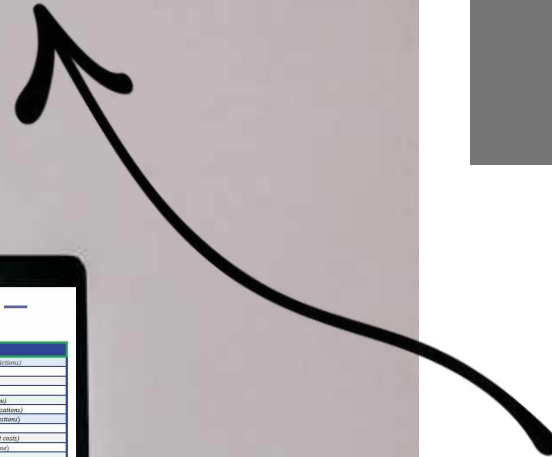
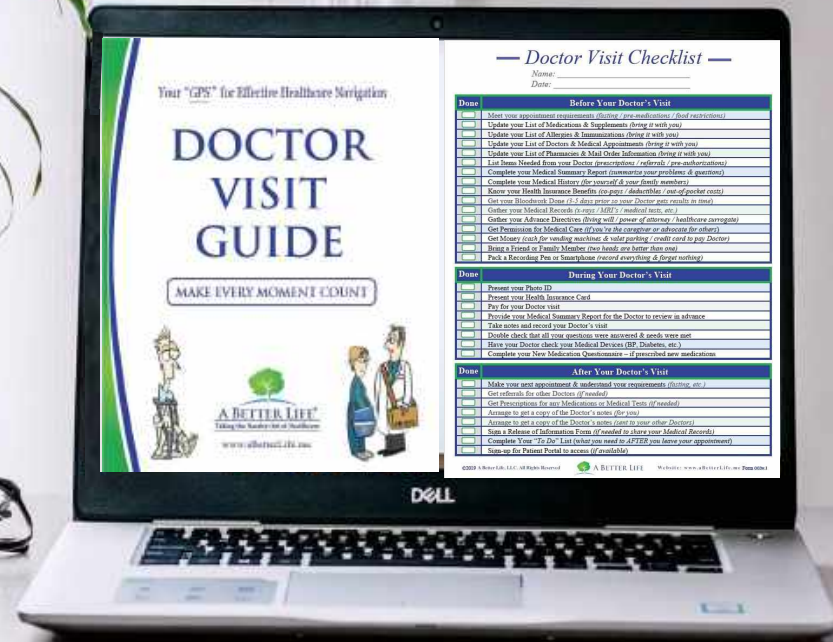
www.aBetterLife.me

<https://abetterlife.me/wp-content/ABL/Doctor-Visit-Guide.pdf>


Exclusive
Bonus

GO
HERE

It's
Available
Now!



Questions & Answers



Frequently
asked
Questions

5

Steps to take the

HASSLES OUT
of Healthcare

For more information:

www.aBetterlife.me

MORE FREE TRAINING & RESOURCES



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MEDICARE**

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Call: (844) 940-4174