



HEALTHCARE ADVOCACY CLIENT SERVICES

Free Consultation (30min)

- Discuss reason for seeking health advocacy services
- Discuss what services client is looking for
- Determine if client needs services outside scope of this company
- If our services are appropriate, schedule Initial Assessment

Initial Assessment (2-3 hours)

- Complete the Health History Questionnaire
- Review healthcare concerns
- Develop health goals
- Start creating a Health Care Plan
- Identify next steps

On-Going Health Advocacy Services (may include but is not limited to):

- Medical record review
- Communication with treating physicians (healthcare team)
- Review and update your personal Health Care Plan
- Attend physician appointments
- Advocate with the client and support system in inpatient and outpatient settings
- Provide education in medical and behavioral healthcare topics, issues, processes
- Act as a liaison between the client and healthcare team
- Research referrals for services and community resources
- Research on healthcare topics for treatment, side effects, best practices, alternatives, etc.
- Help organize your healthcare information
- Assist with patient healthcare complaint or grievance letters
- Discuss family and societal dynamics affecting your healthcare
- Assist the client in attaining personal healthcare goals

Document Creation (Individual and Packages)

- General Client Healthcare Snapshot
- Client Healthcare Snapshot – For Inpatient use
- Client Healthcare Snapshot – For Outpatient use
- Communication and Consent Tree
- ICE Card
- Current Medication List
- Medication (and Vitals) Log Sheet
- Historical Medication Spreadsheet

Advocating with Aloha

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