



## Six Ways to Avoid Healthcare Headaches

By Meaghan McMahon and Lee Reed (DCV Case Management Team)

**N**avigating our complex healthcare system can be a frustrating and time-consuming process. Meaghan McMahon, LGSW, our Social Worker and Lee Reed, R.N., our Healthcare Navigator, have six (6) suggestions on how to efficiently and effectively avoid common obstacles.

- 1. Be Pleasant, Polite and Firm.** Many times, the first person you encounter is a receptionist who will be booking your appointment or assisting with paperwork. The receptionist is your friend! When you approach your conversation patiently and politely, they are more likely to advocate on your behalf when they speak to your doctor or specialist.
- 2. Avoid Mondays and Fridays.** Avoid calling during lunch hour or at the very end of the day.
- 3. Be Prepared** to be re-directed from one department to another/from one person to another. Write down the names of those you speak to.

- 4. Bump it Up.** If there is a "Practice Manager", politely ask to speak with them.
- 5. Find Your Discharge Case Manager.** If you are at the hospital following surgery or an accident, and will be needing rehab at a local community, be sure that you or your advocate meet consistently with the discharge case manager to share your preferences and needs. Avoid Friday discharges.
- 6. DCV's Professional Staff Can Help.** Our Village has two professional staff members who are familiar with how to navigate the health system. Are you having trouble getting what you need? Have DCV's nurse or social worker call for you. As healthcare professionals we can sometimes get to the correct person more quickly.

To learn more about any of these suggestions, please contact Eva. She will connect you directly to our nursing and social service team