

Patient Engagement to Initiate Better Health



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Session Goals

Patient and caregiver tips and tools for navigating the health system for better access to proper and timely care. Identifying the patient journey across the care continuum with interventions encouraging patients to communicate with providers who can proactively address issues and increase positive experiences and outcomes.

- Design a workflow for patients to use prior to arrival; patients receive appointment reminders, educational material, and pre-arrival surveys,
- Provide sample patients questions that allow their care providers to quickly identify and resolve issues,
- Patients learn to utilize two-way communication to ask providers questions and stay on the road to recovery.



Maggie Buckley



- Volunteer Patient Advocate for more than 25 years while living with the chronic pain condition Ehlers-Danlos Syndrome.
- She currently serves on the board of PainCommunity.org.
- She has an undergraduate degree in Social Work and an MBA in accounting with experience in banking and business management.
- She has testified at state and federal policy hearings, spoken at conferences and in the media, written articles and coached hundreds of people to self-advocate for better care.



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Marni Cartelli



- Marni Cartelli worked in the medical profession until an injury on the job lead to getting Complex Regional Pain Syndrome.
- She came to realize that thanks in large part to my connection to the medical field, I received exceptional and timely care when many others with my condition do not.
- It has now become my goal to help minimize the disparities members of the disabled community experience in both access and quality of medical services.



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Mia Maysack



- She lives daily with cluster headaches, post-infection chronic mega-migraine disorder, and fibromyalgia.
- Mia is the founder of Keepin' Our Heads Up, a Facebook advocacy and support group, and Peace & Love, a wellness and life coaching practice for the chronically ill.
- Columnist for Pain News Network.



What do you do to prepare for a doctor's appointment?

In what ways, does that help you communicate with your healthcare team?



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In addition, to communication during and between appointments, how can patients communicate with their doctors and healthcare team?



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Since your diagnosis have you changed the way you communicate with your physician(s)? How?



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In what ways, do you communicate with your doctor(s) and healthcare team?

How do they communicate with you?



Do you do any medical tracking?
If so, what kind?

How do you communicate that
information to the rest of your
healthcare team?



Do you always follow "doctor's orders"?

If you don't, do you share that with your doctor?
What do you do to treat your pain?



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How do you think individuals living with pain can contribute to improving their treatment?



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Do you engage in any social media platforms where you actively share about your pain and health condition?

If so, how does that impact your treatment?
Do you find support online?



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As a person with experience living with a chronic pain condition, communicating with your healthcare team is important.

What questions should patients whether they are newly diagnosed or been coping with the pain for years, be asking their doctor(s)?



Questions?



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