



TRAIL'S MEDICAL ADVOCACY PROGRAM for TRAIL MEMBERS

As a patient, it is important for you to obtain, communicate, process, and understand basic health information. Often it is helpful to bring someone with you to medical appointments. TRAIL'S Medical Advocacy Program pairs a specially trained volunteer and a TRAIL Full member to form a supportive relationship to help navigate the healthcare system. Medical information is held in utmost confidence and every TRAIL volunteer signs a confidentiality agreement. TRAIL volunteers will follow a suggested checklist of activities to assist members before, during, and after medical appointments. These volunteers have a strong interest in assisting members with healthcare appointments, but they are not professional medical advocates and will not give any medical advice. We urge participants to inform their families of their participation in this program.

TRAIL's Medical Advocacy volunteers are trained to offer you the following assistance:

- Meet with you to help you to prepare for physician visits
- Help you formulate questions for your healthcare provider, fill out forms, and make lists of medications, supplements, allergies, and other relevant information
- Provide transportation to and from medical appointments (door to door)
- Attend physician visits with you and take notes during the appointment
- Help you to remember questions and information at the visit
- Assist you with scheduling follow-up appointments
- Review and provide you with a copy of the notes from the visit
- Accompany you to same-day procedures that do not require more than local anesthesia nor home care/attendance after the procedure

TRAIL Medical Advocates do not perform the following duties:

- No physical assistance or lifting can be provided before or after any medical procedures, though volunteers may offer an elbow for stability when walking or self-transferring

- Volunteers do not assist with organizing or administering medications in any capacity
- Volunteers cannot perform Activities of Daily Living (ADLs) such as feeding, bathing, grooming, dressing, toileting, home care, wound care, etc.*
- Volunteers do not stay in a member's home after an outpatient surgery/procedure

*When requests are outside the scope of volunteer capability, TRAIL can assist you by recommending vetted professionals.

PREPARING FOR A MEDICAL APPOINTMENT

TRAIL asks each member working with a Medical Advocate to furnish a notebook or journal where medical information can be recorded. This notebook will be used to take notes prior to and during the appointment. The front of the notebook is a good place to keep lists of allergies, medications, and other pertinent information. (TRAIL has a medication form that can be used.) This same notebook should be kept in a designated place so that it can be accessed easily and used for additional medical visits.

When you request the service of a TRAIL Medical Advocate for a medical visit, please allow time to meet with your advocate prior to the day of the appointment. Your volunteer is trained to help you organize your concerns, questions, symptoms, lists of medications, supplements and allergies . . . all in the order of importance. Please be prepared to let your volunteer know if, for any reason, you want them to ask questions or speak on your behalf at the appointment.

If you are interested in learning more about TRAIL'S Medical Advocacy Program, please call TRAIL at 319-800-9003.