



ADVOCACY

.....FOR PATIENTS



EXAMPLES OF ADVOCACY LANGUAGE

- I am very concerned and do not feel like I am being heard. What are my next steps or alternative options?
- This is really different for me. I have never felt this way in my life. For my benefit and my family's benefit I should be seen.
- I understand that some of these symptoms may be normal for pregnancy or postpartum, but I am very concerned and need to be evaluated.
- I have called a number of times and tried suggestions that have been provided, but I am not getting better.
- Can you please refer me to someone who can help me? I'm really worried.
- My doctor told me to call if I am experiencing X, Y, or Z. I am having X, Y, or Z. I would like to be seen.
- I want to speak to someone else to make sure that I do not have a serious condition. Can you please refer me to someone who will help me? I am really worried.
- I do not feel right, I am concerned that something bad is happening to me.



ADVOCACY ACTION TIPS

- Your concerns and feelings are valid, be persistent in getting the answers or care you need.
- If you have a medical emergency, please dial 911 or go to the nearest emergency room.
- Ask to speak to the charge nurse or patient relations if you are not being heard
- If you are not getting the response you need, you can go to triage or the emergency room. You do not need permission from anyone to do so.
- You can also go to a different hospital or urgent care facility if you are not receiving the care you need.
- Consider having another person to accompany you to help advocate for you (support person, family member, doula, etc.)
- Bring a list of your concerns you would like to be addressed.
- Start your concern with the effect that it is having such as the following: "I am so tired I am unable to get out of bed"; "I am having so much pain I cannot sleep"; etc.