

No older adult should have to go to the doctor alone.

Patient PartnersSM is an innovative program that provides comfort, confidence and convenience for older adults and their family members. It improves health care delivery for older adults by facilitating preparation for – and communication during – medical appointments, and by providing accurate information about the medical visit to appropriate family caregivers.

Family caregivers can depend on Patient Partners when their work and other commitments make it difficult for them to go to their loved ones' appointments.

Innovative. Valuable. Feasible.

The **Patient Partners** program can be an exciting addition to your senior services and can provide a unique, high-profile opportunity to engage skilled volunteers. You can set up a program just like Patient PartnersSM in your community with relative ease – because we've already done the work!

Award-Winning Program!

Patient PartnersSM makes a difference in the lives of senior and their families. JFS of Washtenaw County developed the program in 2008, and we've been perfecting it ever since. In fact, Patient Partners received the **2011 Goodman Award from the Association of Jewish Family and Children's Agencies** and was recognized for its innovative approach to medical accompaniment for older adults.

You can experience the same kind of success at your agency.

Replication of Patient Partners can increase the value of your organization, and engage volunteers at the same time. Our clients, volunteers, and stakeholders have showered JFS with positive feedback:

I wanted to thank you for [name of Patient Partner volunteer's] excellent help. He was very personable, but more importantly very efficient. He picked me up on time. His summary of the doctor's report was exactly what the doctor told me at a later date. Kudos to [volunteer's name] and Jewish Family Services!

– Patient Partners client

Get started now!

For more information, contact:

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 **Jewish Family Services**
of Washtenaw County

JFS - Your Family in the Community

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patient  **partners**
A program of Jewish Family Services



*Bring the Success
of Patient PartnersSM
to Your Community!*



 **Jewish Family Services**
of Washtenaw County
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OUR PATIENT PARTNERSSM PROGRAMS

Interested in providing older adults with a program like **Patient Partners** in your community?

Jewish Family Services of Washtenaw County (Ann Arbor, Michigan) can provide you with support in replicating our successful **Patient Partners** program.

Choose from any of the following options:

Volunteer Training Manual and All Patient Partner Forms: \$975

Includes:

- 250-page Volunteer Training Manual
- Social Work Assessment Form
- Patient Partners Contract
- Patient Partners Consent Form
- Visit Preparation Form
- Letter to Physician Authorizing Accompaniment
- Medical Appointment Summary Form
- Medical Procedure Summary Form
- Visit Feedback Survey for Volunteers
- Client Satisfaction Survey
- Caregiver Satisfaction Survey

Phone Consultation – 1 hour: \$100

Includes description of all necessary steps involved in designing, implementing, and evaluating a Patient Partners program.

Grant Writing Guidance – 2 hours: \$300

Includes phone consultation plus grant narrative text for adaptation to your funding needs.

On-Site Train-The-Trainer Program – ¾ day; one JFS staff member: Prices vary by location

Includes the Volunteer Training Manual, all Patient Partner Forms, and in-person training of program staff.

On-Site Training of up to 10 Patient Partner Volunteers – 2 full days; 2 JFS staff members: Prices vary by location

Includes the Volunteer Training Manual, all Patient Partner Forms, and in-person training of program staff and 10 Patient Partner volunteers.



Participation in JFS of Washtenaw County's Volunteer Training – 2 full days for one of your staff members; held in Ann Arbor, MI: \$1200

Includes the Volunteer Training Manual, all Patient Partner Forms, and in-person training of one program staff member, in Ann Arbor, MI.

Making a difference in the lives of family members:

Please thank [our Patient Partner volunteer] for the report she wrote about my sister's doctor appointment in September. [The Patient Partner volunteer's] report was comprehensive and clarified exactly what I wanted to know about that visit. Even more important, I think [the volunteer] helped to calm my sister who, apparently, was not too happy about going to the doctor that day. Through Patient Partners, JFS provides much-needed support to long distance families. Thank you very much.

– Long-distance caregiver of Patient Partners client

My wife and I want to thank you for setting up yesterday's appointment with [Patient Partners volunteer] and my father. Dad seemed happy with how it went, despite being reluctant or skeptical beforehand. And it gave my wife and me back a few precious hours that one or both of us would have lost. So far, the Patient Partner program is fitting our needs perfectly.

– Adult child of Patient Partners client