



Your Personal Nurse Advocate

Medical Advocacy
Oregon Licensed and Insured

Barbara Dugger, RN, LLC
(541) 928-2126

Mission Statement

My goal is to ensure patients have the best possible experience during and after their contact with the healthcare system. My patients will feel and be healthier and happier for having used my services.

Accompanying the Patient

- Meet with patients to prioritize concerns they wish to address during an office visit or before a procedure.
- Call patients with reminders of office visits or other medical appointments, thereby increasing the likelihood that the appointment will be kept.
- Accompany patients to the physician's office and be present to take notes of the conversation. If the client is undergoing a procedure, I am nearby.
- If a patient seems confused by anything related to an appointment or procedure, I restate questions in a manner that will result in clearer communication. Clear communication will improve compliance with medical orders and instructions.
- After a doctor's visit or procedure, I review and remind my patient of the pertinent parts of the conversations with healthcare personnel. Appointments can be short and explanations are often too brief, but I can help expand on the answers to increase clarity.
- After a procedure I can accompany the patient home to monitor his/her recovery.

Managing Medications

- If new medications are required, I can arrange for delivery or do so personally.
- When new medications are in the patient's home, I review dosages and add them to a medication list generated for the client and for emergency personnel who may need a current summary of the patient's medication regimen.

Managing Medications, continued

- When a new medication replaces an older one, the previous medication is removed and placed in a location not readily accessible to the patient. Over-medication may occur if older medications are left in a familiar location and consumed concurrently with the new regimen. The list of current medications is updated to reflect changes.
- Medication side effects are reviewed and the importance of taking the medication as directed is emphasized. Patient compliance is reinforced frequently, more so after changes in the medication routine.
- Potential drug interactions are evaluated using the latest available drug guides. Any conflicts identified are brought to the attention of the appropriate healthcare professionals to ensure a timely resolution.

Family Communications

- After an office visit or procedure, the designated family representative is contacted with information the healthcare professional has provided, and of changes to orders. Explanations of new medication regimens and their possible side effects will also be provided.
- I assess the patient's understanding of the diagnosis or necessary treatment.
- I answer patient and the family representative's questions, explaining in more depth than may be typical of a physician under the pressures of limited time.
- If I detect my patient is confused, frustrated or not able to develop an understanding and level of comfort with his/her interaction with the healthcare system, I work to alleviate those situations and convey that information to the designated family representative.

Becoming My Patient

- Call or e-mail me to make an appointment for a free (\$100.00 value) patient assessment and/or meeting with the family representative.
- I can be reached at (541) 928-2126 or barbara@helpthefolks.net
- My practice is centered in the Albany, Oregon, area. If some travel is required, those situations are addressed on a case by case basis.
- I stress designating a family representative if the patient is not directing his/her own care, because this improves the quality of that care for the loved one.

Thank you for your time. Hopefully the information provided to you can result in better experiences with the healthcare system when I am Your Personal Nurse Advocate.

Barbara Dugger, RN