



International Brotherhood of Electrical Workers

Local 292

Minneapolis & St. Cloud, MN

Mpls 612-379-1292 or 800-337-8310 St. Cloud 320-253-1292



No one likes to be sick or injured. But it is especially terrible when the injury or illness is made worse by the medical care that you receive – or don't receive. Unfortunately, there is a big difference among doctors and hospitals in expertise, experience, and caring. Indeed, more people die every six months from medical mistakes (including wrong diagnoses and treatments or treatments performed by inexperienced doctors and hospitals) than were killed in the entire Vietnam War!

If you or a member of your family has a serious condition, including a chronic condition, and you would like more information about that condition, Health Systems Management's patient advocates are available to help you.

Other services that we can perform at your request include the following

Provide information about physicians and hospitals that have special expertise in specific conditions.

Help you make sure the diagnosis is correct. For example: Up to 40 percent of cancer patients have their diagnosis and/or treatment changed when their cases are reviewed by National Cancer Institute-designated comprehensive cancer centers.

Help you in identifying doctors and hospitals that are renown for their skill in treating your specific condition. For example: At some sophisticated centers, more than 50 percent of patients referred for heart transplants, are treated medically. They don't need a transplant; they just need different medicine.

Help you access the most experienced surgical programs and teams for your condition. Patients treated by the most experienced teams usually have better than expected outcomes; these better outcomes are not a matter of chance -- they reflect higher quality patient management gained by experience.

Provide information about possible treatments that could potentially benefit. Patients are unique and what one patient decides is "right" for him or her may not be the best treatment for someone else — even when both individuals suffer from the same condition.)

Help you or your family access medical facilities that are experienced in providing the most up-to-date effective treatment for your condition.

Provide you with educational material about your condition and possible treatments.

Provide personal support and advocacy services for patients and their families.

Our goal is to help you with any health care problem Give us a call so we can help you!

For more information contact Health Systems Management, Inc. Toll free
Tel: 1.877.961.1120 e-mail: hsminc@gulftel.com website: hsminc.net



International Brotherhood of Electrical Workers

Local 292

Minneapolis & St. Cloud, MN

Mpls 612-379-1292 or 800-337-8310 St. Cloud 320-253-1292



Take Charge of Your Health with Patient and Family Advocacy

This program provides the advocacy services you need so that you and your family can become more savvy health care consumers. **To ensure quality care, patients and their families must be able to make medical care choices and decisions with the same level of knowledge, care and forethought that they use to make other important decisions.**

Why is it important to become a savvy health care consumer? Most healthy Americans don't think much about the health care delivery system until a medical catastrophe strikes. And we don't worry then because we mistakenly believe that the finest health care system in the world will provide every chance for an optimal recovery.

Medical errors are a serious and common problem at hospitals and doctors offices across the country. In addition, medical professionals, just like all people that deliver products and services, get better with practice. High quality care often depends on the experience of the health care professional and facility delivering the specific service. What is most important, many people don't realize that we have an important role to play in ensuring that problems associated with mistakes and inexperience do not happen to us.

Lastly, but also very important, poor quality health care is very expensive. It is expensive in terms of human suffering and also financially. Experts estimate that approximately 30 percent of health care costs are the result of poor quality care. Think about what good things your Fund could do with these wasted dollars!

When to Access This Resource

Active LMC members, dependents, and retirees, who are participating in this program, can access our medical decision support information service after being diagnosed with cardiac problems, cancer, high risk pregnancies or any serious illness that may require a transplant or life-saving medical intervention. Examples include heart or kidney failure, chronic obstructive lung disease, liver

disease or failure, inherited and acquired blood diseases, and more.

We will provide you with written information about your disease or condition. We also provide patients and their families with the following:

- Access to specialty physicians and hospitals that have performed well in a very comprehensive quality evaluation.
- Additional questions to ask your doctors and information to help you evaluate the responses.
- Information about other facilities, if appropriate, that offer innovative and successful treatments for your condition.
- Assistance with referrals to physician specialists that are renown for their expertise and experience in treating patients with your condition.
- Descriptions of new treatment options that are currently available or that may be available in the near future.
- Assistance with lodging and transportation if you decide to travel to another city for consultation or treatment.

How to Access

Telephone (Toll Free): 1.877.961.1120

Fax: 1.251.961.3151

Email: hsminc@gulftel.com

Website: <http://www.hsminc.net>



**Health Systems
Management, Inc.**