



Overcoming Barriers to Care in the ER

Presented by:

Dr. Sarah Tomlinson, MD

Lynne Kinst, Executive Director



WHAT IS THE BLEEDING DISORDERS COUNCIL OF CALIFORNIA (BDCC)?



Our Beginning

BDCC is a 501(c)3 nonprofit organization formed in 1985 to coordinate the shared advocacy agenda of the five California bleeding disorders organizations.



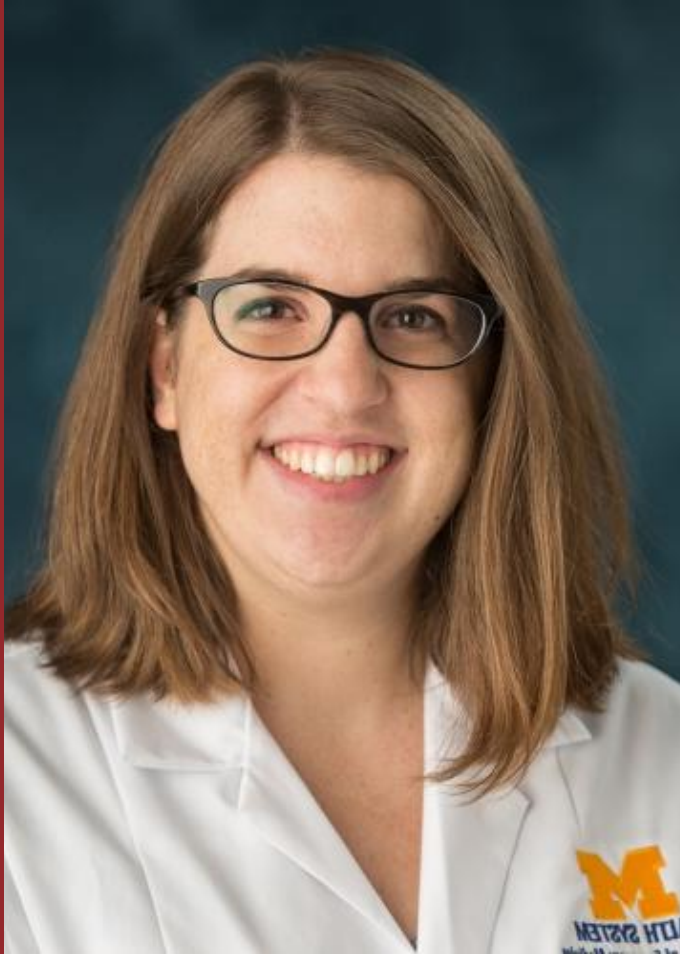
Our Focus

BDCC coordinates statewide access, education and advocacy efforts on behalf of individuals living with bleeding disorders and rare or chronic conditions.



Our Advocacy

BDCC advocates to protect access to care, promote progressive treatment options and advance the quality of life for these individuals, families and caregivers.



Our Speaker:

Dr. Sarah Tomlinson is a board-certified pediatric emergency medicine physician and educator at the University of Michigan. She graduated from the David Geffen School of Medicine at UCLA in 2010. She completed residency in general pediatrics and fellowship in pediatric emergency medicine at University of Michigan, where she has been working as a clinical assistant professor of pediatrics and emergency medicine for the past nine years,

As the Fellowship Director for Pediatric Emergency Medicine, she trains the next generation of children's emergency doctors. She is passionate about finding new ways to teach medical information, including using social media and online tools to help both doctors and families learn. She has expertise in taking complex medical information and making it easier to understand for patients and families.

A TRIP TO THE ER:

What to Know and How to Advocate for
Yourself



Sarah Tomlinson, MD
Mott Children's Hospital
University of Michigan



ACKNOWLEDGEMENTS

Thank you to Lynne Kinst and the Bleeding Disorders Council for California for inviting me here today!

Thank you to all of you listening – you inspire me every day!

DISCLOSURE STATEMENT

I have a non-financial relationship with Health Ed for Everyone, a nonprofit organization that is aimed at improving health literacy and patient education.

I am a current board member and I helped create some of the tools and techniques discussed in this talk as part of my role in this organization.

By the end of this talk, you will...

Gain insight into the emergency department and its processes

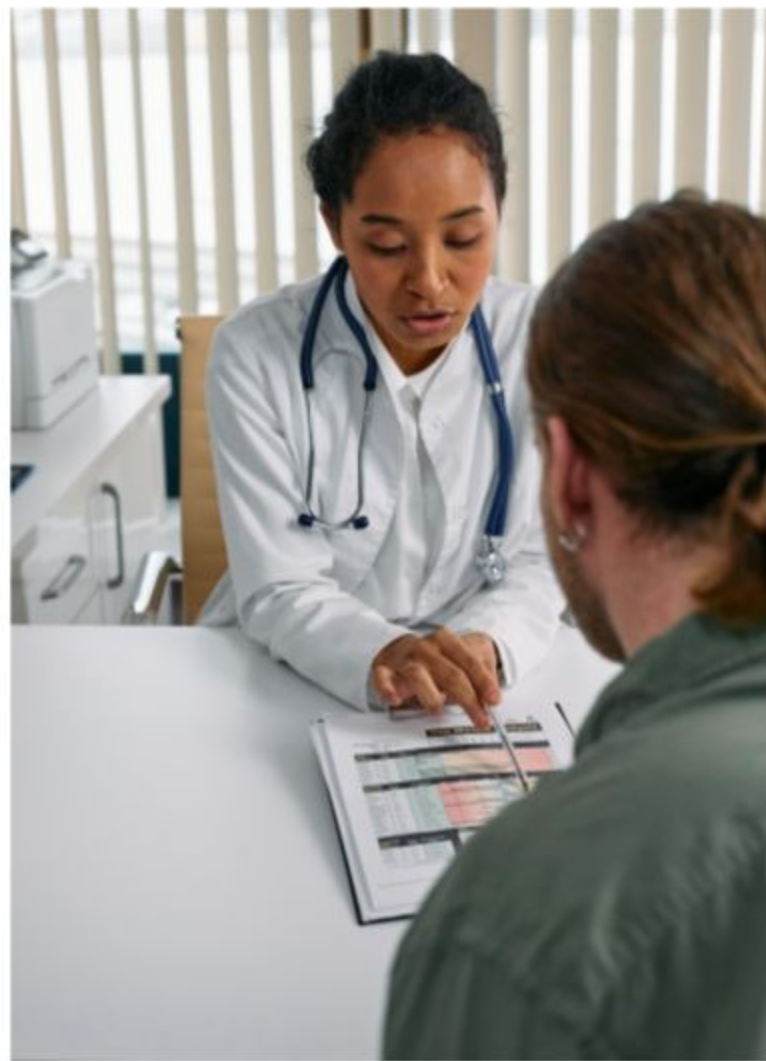
Feel prepared for an upcoming trip to the ER

Understand potential sources of miscommunication in the doctor-patient relationship

Discover ways to advocate for yourself within the healthcare system





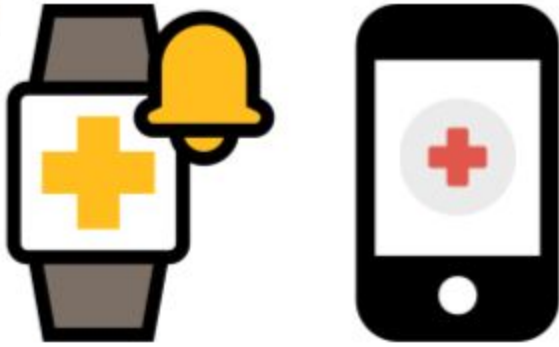




Preparing for an
emergency
department visit:

FIVE things you can
do before it happens

#1



Medical Alert Bracelet /
Medical ID on phone

Medical alert tags /
bracelet / necklace

Posted placard in your car

Medical ID on your phone

#2



“Bleeding Plan Letter”

Written by your doctor

Shows your diagnosis,
your treatment, and how
your disease affects you



#3



Emergency
Contacts

Someone who is reliable
and familiar with your
medical history

HTC and other specialists

After-hours contact info

#4



Rare Medications

When in doubt, bring it
with you

If you can't bring your
medication, having an up
to date list of names,
doses, and frequencies

#5



“Emergency Kit”

Comfort items

Rare medications

Small supply of your
medications

Medical info documents



Creatures of
habit



Pattern
recognition

Creatures of
habit



Pattern
recognition

Creatures of
habit

Scripted
language

Rote
questioning



Pattern
recognition

Creatures of
habit

Scripted
language

Rote
questioning

Narrow scope
of practice







I Need Help Communicating

"I have hearing loss. Can you face me when speaking?"

"I need an interpreter. Can we get one?"

"I do better with step-by-step explanations."

"Can you speak more slowly so I can follow?"

"Can you write down key instructions for me?"



I Need More Information

“What will this test tell you about my condition?”

“Can you explain what will happen during this procedure?”

“How will I feel during and after this test?”



I'm Taking Care of Someone

"My child/parent can't tell you what hurts. Here's what I've noticed..."

"Can I stay with her during the examination? She gets anxious around strangers."

"She acts differently when she's in pain. Right now I see these behaviors..."



I Feel Misunderstood

“I feel like we are not understanding each other.”

“I think I might not be explaining my symptoms clearly.”

“Could you use simpler terms? Medical language is confusing to me.”

“Can we try a different approach to make sure we’re on the same page?”

Thank you!

Acknowledgements:

- The Bleeding Disorders Council of California and Lynne Kinst
- Stock photos obtained from: www.pexels.com
- Other pictures obtained from: www.flaticon.com

Overview of Upcoming Events

- May 28 – CA Rare Disease Access Coalition Meeting and Champions Reception (Sacramento)
- June 11 –CA Rare Disease Access Coalition Virtual Advocacy Day
- October – Fall Advocacy Days

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THANK YOU!

NEED HELP?

Contact **Lynne Kinst** at
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