BE THE MATCH

CREATING TOMORROW'S SOLUTIONS, TOGETHER
PREPARING THE TRANSPLANT COMMUNITY TO SERVE EVERY PATIENT IN NEED.
2012 COUNCIL MEETING

Discovering Patient Services

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Financial Disclosure: None

Setting sail

At the end of this workshop, you'll be able to:

- Identify 3 services offered by Patient Services
- Find how to access services
- Show how Patient Services supports three phases of the transplant process: learn, plan, and survive

Getting your sea legs

Patient Services is dedicated to supporting patients, caregivers and families before, during and after transplant

- We offer:
  - One-on-one support
  - Financial guidance
  - Free educational resources

Ahoy there, me hearties!

Partnering with you to help patients, caregivers, and families:

A transplant center's guide to free patient services

- Patient Services Coordinators
- Educational resources for your patient library
- Support for non-English speaking patients
- Financial planning tools, support and grants
- Order form

Setting the course

We support patients, caregivers, and families.

Our resources are tailored to each phase of the transplant process:

- **Learn** about transplant
- **Plan** for your transplant
- **Survive** and thrive after transplant

Guidebooks to transplant

•At preliminary search patients receive the Patient Services brochure *Support for patients, caregivers and families*

•At formal search patients receive *Your guide to transplant resources*

Ordering materials

Guides for all ages

Age-specific resources/ DVDs:

Guides in many languages

- One-on-one support in over 100 languages (through interpreters)
- Spanish & Hmong bilingual staff
- Translated materials
- BeTheMatch.org/translations

Guides for each port

Educational resources for your patient library

Free resources your center can order

Stage-specific resources

Living Now: A guide to life after transplant

A series of six newsletters that address various aspects of life after transplant from three months post-transplant, to two years and beyond

Living Now e-newsletter

- Get up-to-date news
- Learn about new resources and services
- Stay connected to others through personal stories

Subscribe at:

bethematch.org/patient-enews

ExploreBMT™

Start your search at: explorebmt.org

Facebook

Patients, caregivers and families can use this page to connect with others touched by transplant.

Free Resources for Patients

- Recommended screening/preventive practices at:
  - 6-months post-transplant
  - 12-months post-transplant
  - 24+ months or Annual appointments
- Patient guidelines include:
  - Simple medical descriptions
  - Checklist to bring to physician visits
  - Glossary of medical terms
- Order – marrow.org/patients

App Version

- Patient and physician versions
- Choose risk factors (age group, gender, GVHD, steroid exposure, TBI) and get individualized recommendations
- Email functionality
- Glossary
- Sign up to receive *Living Now*
- Like us on Facebook

Making connections

- Donor and recipient communications:
  - Anonymous gifts and correspondence
  - Recipient updates to donors
  - Consent to exchange contact information
- Newly transitioned to Patient Services
  - Post Transplant Communications Liaison
  - Working to improve responsiveness and consistency
  - Email: connections@nmdp.org

Finding the doubloons

- Financial fact sheets
  - Finance and insurance matters
  - Your Rights and Benefits
- Mapping the Maze
  - An easy-to-follow health insurance and financial planning workbook

Long John Silver's hidden Pieces of Eight

The Patient Assistance Program

- Search Assistance Fund (SAF)
  - Pre-transplant search costs
- Transplant Support Assistance (TSA)
  - Post-transplant expenses
- Applications
  - patientgrants@nmdp.org
  - Network website

Assisting in the search

- Search Assistance Fund helps patients who lack search coverage, or have inadequate coverage
- Approvals are for specified search activities (through NMDP) at specified dollar amounts
- Obtain approval before you request the donors/cords

Thar be doubloons!

SAF decisions are based on:

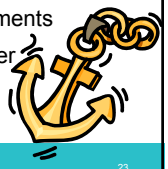
- Our budget
- The patient's search
  - Each patient's search is reviewed individually
  - Maximize limited funding for search
  - Search Strategy Advice reports may be requested, for difficult searches – and they're free!

SAF boundaries

- Can approve up to $15,000
- Approved grants are not paid up front
- Only what's specified on the approval letter is reimbursable
- If needed, you can request another grant, or a grant revision

Provisions

- Transplant Support Assistance is a post-transplant grant program to help patients with:
  - Temporary lodging, food, co-pays, transportation, insurance premiums/COBRA, etc
- One-time grant (per transplant) – must be requested within the first twelve months of transplant
- Income cap and other financial requirements
- Usually applied for by BMT social worker



…and what the parrot said

- *"We truly appreciate your help because I didn't know what we would do with all the added expenses and only half the income!"*
- *"Obviously, we never expected this, and had no idea insurance wouldn't cover the bone marrow donor process…"*
- "Insurance didn't cover all of the extra expenses like gas, eating out, parking, laundry – or all the new clothes needed to keep up with the physical changes she experienced. The Patient Assistance Program made a huge difference!"

Shining the light

One-on-one support throughout the transplant process.

We can help patients:

- Understand treatment options
- Answer questions about transplant
- Understand the unrelated donor search process
- Understand the importance of caregivers
- Learn about insurance coverage and financial options
- Prepare for life after transplant

Sailing unchartered waters

- Proactive Outreach Program
  - Flexible service that provides proactive contact with patients and families
  - Patients with formal searches receive targeted informational packets
  - Transplant Centers opt in to the program.
  - To learn more, email patientinfo@nmdp.org

Pirates' council

Teleconferences

- Free educational programs on transplant-related topics
  - Pre-transplant
  - Post-transplant
- Quarterly telephone workshops
- Annual survivorship focused workshops

An **Introduction** to
marrow & cord blood transplant

*A **FREE** Telephone Education Workshop for patients and families*

Wednesday, December 5, 2012
12:00-1:15 PM
Central Time

Webcasts

Learn what to expect before, during and after transplant and get tips to help patients live a healthy life.

BeTheMatch.org/patient-webcasts

The Caregiver's Companion

Arrr Mateys

Patient Services Volunteer Program
Support for you and your patients

- Volunteer Ambassador
  - Meet with local transplant center staff
  - Share their personal experience with transplant
  - Provide updates on resources and bring materials to your center
- Peer-to-Peer Support Program
  - Provide emotional support to patients and caregivers through one-on-one telephone conversations

*We are looking for Volunteers: Recipients or Caregivers (one year post-tx)

Contact us

No question is too big or too small — we can help your patients find answers.

Call: 1 (888) 999-6743
E-mail: patientinfo@nmdp.org
Learn: BeTheMatch.org/TC resources
Order: BeTheMatch.org/request