

MY HEALTH. MY CARE.

Patient Self Advocacy Toolkit for Organizations

Learning
the Basics

Communicating
with Healthcare
Professionals

Understanding
Insurance,
Appointments
and Billing

Staying
Healthy

This toolkit and the videos can be found on the City of Nashua, Division of Public Health and Community Services website, <http://bit.ly/AccessHC>. The videos can also be found on the *Nashua Public Health* YouTube channel at www.youtube.com.



Greater Nashua Public Health Advisory Council
City of Nashua
Division of Public Health and Community Services
18 Mulberry St, Nashua, NH 03060
603-589-4560
www.nashuanh.gov

2015

About This Toolkit

"My Health. My Care." is an educational video series that has been developed by community partners in the Greater Nashua Public Health Region to help residents better understand how to navigate the healthcare system and feel more confident when they communicate with their healthcare providers. This toolkit provides resources for organizations that would like to promote the videos among their staff, patients and clients and outlines how to conduct a film screening at your organization.

Partnerships

Anchor Line

CHIP Access to Health Care Work Group Members

City of Nashua, Division of Public Health and Community Services

Community Members

Dartmouth-Hitchcock Nashua

Foundation for Healthy Communities

Greater Nashua Dental Connection

Harbor Care Health and Wellness Center

H.E.A.R.T.S.

Lamprey Health Care—Nashua Center

Nashua Public Library

National Network of Libraries of Medicine

Southern NH Health System

St. Joseph Healthcare

St. Joseph Hospital Patient Family Advisory Council

United Way of Greater Nashua

Funding

Funding was provided by the National Network of Libraries of Medicine, the City of Nashua, Division of Public Health and Community Services and the United Way of Greater Nashua.

This project has been funded in whole or in part with federal funds from the National Library of Medicine, National Institutes of Health, under Contract No. HHSN276201100010C with the University of Massachusetts, Worcester. This project was also funded by the City of Nashua, Division of Public Health and Community Services and the United Way of Greater Nashua.

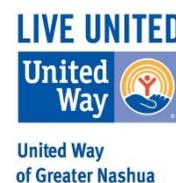


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Executive Summary

"My Health. My Care." is an educational video series that has been developed by the City of Nashua, Division of Public Health and Community Services and the Access to Health Care Work Group to help residents in the Greater Nashua Public Health Region better understand how to navigate the healthcare system and feel more confident when they communicate with their healthcare providers.

The Access to Health Care Work Group is one of three work groups developed to work on objectives for the 2012-2015 Community Health Improvement Plan (CHIP). The work group is comprised of representatives from the health department, the local community health center, the two acute care hospitals, major medical partners and residents. As part of the Access to Health Care Work Group efforts, in early 2013 they held four forums with community members and the overarching themes from the forums were the lack of knowledge of available health resources and services in the greater Nashua area and the affordability of health care. The project includes handouts and five videos with the following themes:

1. My Health: Understanding Insurance, Appointments, and Billing
2. My Health: Communicating with Healthcare Professionals
3. My Health: Learning the Basics
4. My Health: Staying Healthy
5. Putting it All Together: One Family's Story

We encourage organizations in the Greater Nashua Public Health Region and in New Hampshire to share these resources and tools and consider hosting film screenings at their organizations.

Funding for this project was provided by the National Network of Libraries of Medicine, the City of Nashua, Division of Public Health and Community Services and the United Way of Greater Nashua.

If you would like to learn more about the project, visit the City of Nashua's website at (<http://bit.ly/MyHealthMyCare>). The videos can also be accessed on the *Nashua Public Health* YouTube channel at <https://www.youtube.com/channel/UCwnBkMZIDIsC8jWLKHgLdw>.

Replicating Project Materials

We want you to share the videos and project materials far and wide and post on social media but we have one request!

If you are replicating the materials or videos associated with this project, we ask that the sentence and picture below be used on the materials. If you host an event or are promoting the videos and materials, let us know about it by completing the Video Series Feedback Form (additional information on page 17).

The picture below and the video series feedback form can be downloaded on the following website: <http://bit.ly/MyHealthMyCare>. The Division can be reached by emailing Ashley Conley at 603-589-4560 or conleya@nashuanh.gov, faxing the form to 603-594-3452 or mailing the form to the City of Nashua, Division of Public Health and Community Services, 18 Mulberry St, Nashua, NH 03060.

This project has been funded in whole or in part with federal funds from the National Library of Medicine, National Institutes of Health, under Contract No. HHSN276201100010C with the University of Massachusetts, Worcester.



Work Plan for Hosting a Film Screening

Pre-Event

Action	Person Responsible	Due Date
<p>Find a location for the screening</p> <p><u>NOTE:</u> If you are using the internet to access the videos make sure the location has internet capability. When looking for a location, check to make sure there is adequate parking and seating.</p>		
<p>Find a date and time for the screening</p> <p><u>NOTE:</u> Check for groups with established participation and meeting times who would be willing to make the film screening part of their regular group meeting.</p>		
<p>Update the flyer and prepare materials to help market the event</p> <p>Ideas:</p> <ul style="list-style-type: none"> • Post to social media • Hang up flyers at the library, stores, pharmacies • Post to your website and online community calendars • Put a posting on the cable access tv station in your area • Ask the schools to post in their newsletters, website, emails and to send a notice home • Email to local service organizations that can assist with recruiting attendees to the film screening 		
<p>Determine if you will be using a DVD player or a laptop to show the videos.</p> <p><u>NOTE:</u> Do a test run prior to the event to make sure the videos play correctly on the DVD player or the laptop</p>		

<p>Prepare the supplies to bring to the film screening</p> <ul style="list-style-type: none"> • DVD with videos • Handouts • Sign-In Sheet (optional) • Pre-Event Evaluation and Post-Event Evaluation Forms (optional) • Snacks (optional) • Materials for a resource table (extra flyers that may be of interest to attendees) or a display of healthy eating or local resources <p>If using a laptop:</p> <ul style="list-style-type: none"> • Laptop with extra external speakers • Projector • Screen to project videos if a wall is not available at the site • If you are accessing the videos through the internet (YouTube), make sure you have adequate wifi and internet capability • Extension Cord <p><u>NOTE:</u> Trial run the videos on the laptop you are using ahead of the event, some older laptops may not be able to run an mp4 file. If you are using the internet to run the videos, some servers are too slow for the videos to operate normally (for example, we tried to show the videos on a computer attached to a hospital server and the videos were playing too slowly due to the available bandwidth).</p> <p>If using a DVD Player:</p> <ul style="list-style-type: none"> • DVD Player • TV • Extension Cord 		
<p>If providing snacks, purchase them ahead of time. It is best to provide pre-packaged or ready to eat fruit (e.g. bananas) for the event. If not, ask the health officer in town if you will need a food permit for the event.</p>		

Designate staff/volunteers that will be facilitating the event and review the facilitator guide; assign roles for the event		
Create an agenda for the event that staff can use to stay on task and on time		
Consider putting together a small speaker panel for the event that includes a healthcare provider, public health professional and an individual that can answer questions about health insurance.		
If you are putting together a small speaker panel, invite the panelists and give them some background on the project and what to expect at the event.		

Event

Action	Person Responsible	Due Date
Arrive at least 60 minutes before the start of the event to set-up and check-in with the location to make sure there haven't been any changes to the location and to ensure that everything is set-up before the audience arrives		
Set-up: <ul style="list-style-type: none"> Laptop, TV or DVD player Set-up the resource table with additional handouts Acquire internet access (if needed) 		
Meet and greet people as they come in to the event and provide handouts – ask them to fill out the pre-film questionnaire form		
After the event ask attendees to fill out the post-film questionnaire form		

Post-Event

Action	Person Responsible	Due Date
Thank the attendees for coming		

Make sure you remind them to fill out their post-film questionnaire form and to take home their handouts and materials. Give them the thank you flyer.		
Clean up the site and pack left over snacks		
Restock with the handouts and materials for the next film screening		
Write down what went well at the screening and areas for improvement to assist with making the next event better. Use the film screening tracker.		
Tally the results from the pre-film and post-film questionnaire forms		



Facilitator's Guide for Hosting a Film Screening

Welcome (5 minutes)

- Welcome the participants and introduce staff that are in attendance
- Reminder the participants to complete the pre-film questionnaire form
- Review logistics such as bathroom locations and what to do if the fire alarm goes off.

Sample Script for Welcome

Hello and welcome to the My Health. My Care. Film Screening. Thank you for joining us today! We hope you enjoy the event and we are always looking for feedback on how to improve our events so let us know! My name is {insert} and I will be facilitating our event. Before we get started, please take a moment to fill out our pre-film questionnaire form. This form does not ask for your name, address or other identifying information, it just lets us better understand what you are interested in learning about today.

Just some housekeeping before we get started, the bathrooms are {insert} and there are some snacks and water {insert}. If the fire alarm goes off {insert}.

Background on the Project (5 minutes)

- Discuss how the project was funded
- Background on how this project got started

Sample Script for Background

This project is funded by the National Network of Libraries of Medicine, the City of Nashua, Division of Public Health and Community Services and the United Way of Greater Nashua. We also want to recognize local organizations whose support made it possible: St. Joseph Healthcare, Southern NH Health System, Lamprey Health Care, Dartmouth-Hitchcock Nashua, the Foundation for Healthy Communities and the Access to Health Care Work Group.

The City of Nashua, Division of Public Health and Community Services and the Access to Health Care Work Group held 4 community forums to find out what the barriers were to accessing healthcare in the Greater Nashua region. The main issue identified with accessing healthcare was

knowing where the healthcare resources were and how to navigate the healthcare system. Everyone knows that it can be confusing and hard to understand medical terms that are used during appointments, to understand medical billing, and to understand insurance information. They wanted to help residents know where to go for resources and how to get the most from their healthcare so they applied to the National Network of Libraries of Medicine for a grant to make a video series. The topics covered in the videos are: Learning the Basics, Communicating with Providers, Insurance/Appointments/Billing and Staying Healthy. Each video is about 5 minutes. Today, we have some helpful materials available (hold up folder) for you to use:

- An organizational folder that can be used for medical information later
- Brochure with key tips from the videos
- Medication Record/Tracker
- MedlinePlus bookmark
- From Coverage to Care booklet
- Local Resources flier

We are looking forward to sharing them with you so let's get started! Our plan for today will be to watch the first segment, break for questions, and then follow with the remaining video segments with more time for discussion.

Part 1: Learning the Basics and Communicating with Healthcare Professionals

Part 1: Learning the Basics (7 minutes)

- Play the video for the audience.

Discussion, Questions and Answers (10 minutes)

- If you have a panel at the event, they can answer questions from attendees and spur discussion amongst the attendees.
- To start off discussion, the facilitator could give a personal example of a time they had difficulty navigating the healthcare system or didn't understand some medical information or process. For example, a Nashua facilitator described a time she saw a primary care provider that she had a hard time communicating with and didn't feel comfortable asking questions. She didn't feel like they were listening to her, so she

asked for a new primary care doctor and now feels comfortable talking about her health conditions.

- If the attendees are not asking questions, some questions you could pose to them include:
 - Have you found it difficult to find a specialist in your area?
 - Do you still have questions about what a specialist is versus a primary care provider?

Part 2: Understanding Insurance, Appointments and Billing and Staying Healthy

Now we are going to watch the remaining videos and then have time for discussion and questions and answers. Jot down any questions you might have while watching the videos! Play the videos for the audience.

Part 2: Communicating with your Healthcare Providers (7 minutes)

Part 3: Understanding Insurance, Appointments and Billing (7 minutes)

Part 4: Staying Healthy (7 minutes)

Part 5: Putting it All Together Video (2 minutes)

Discussion, Questions and Answers (10 minutes)

- To start off the discussion, the facilitator could provide a personal example of a time it was hard to talk to a healthcare provider or make an appointment or understand billing and insurance.
- If the attendees are not asking questions, some questions you could pose to them include:
 - Do you find it difficult to talk to your healthcare provider about your health? Are there things you can do that might make it easier.

Wrap-Up

- Thank attendees for coming
- Complete the Post-Film Questionnaire Form
- Make sure attendees have their handouts and take home materials

Sample Script for Wrap-Up

Thank you so much for coming out today to this event! We hope you enjoyed the videos and discussion. If you have remaining questions or would like to talk with us further, we will be available for the next few minutes. Please don't forget to fill out your evaluation form and take home your handouts and goodies! If you liked the videos and materials, please share them with your friends and family. The videos can be found on YouTube and the Division's website (reference the thank you flyer for additional details).

Set-up of Room for Film Screening



Getting Materials Ready for the Film Screening

Handouts

In the Greater Nashua Public Health Region, we put together a packet of information and put them in a folder that could be used later by the attendees along with their medical records or notes from doctor's appointments. The handouts can be downloaded or ordered at the websites listed below. The folders include:

- My Health. My Care. Brochure
 - Download the brochure in English or Spanish at: <http://bit.ly/MyHealthMyCare>
- From Coverage to Care Brochure
 - To order, visit: <https://marketplace.cms.gov/outreach-and-education/order-coverage-to-care-materials.html>
 - From Coverage to Care website: <https://marketplace.cms.gov/technical-assistance-resources/c2c.html>
- Health Resources in the Greater Nashua Area
 - Develop one for your area! Download an example from <http://bit.ly/MyHealthMyCare>.
- MedlinePlus bookmark (English on one side, Spanish on the other)
 - To order, visit: https://nnlm.gov/psr/services/promo/promo_materials.html
- My Personal Medication Tracker
 - Available at: http://www.aarp.org/health/drugs-supplements/info-2007/my_personal_medication_record.html

Image of the Inside of the Folder

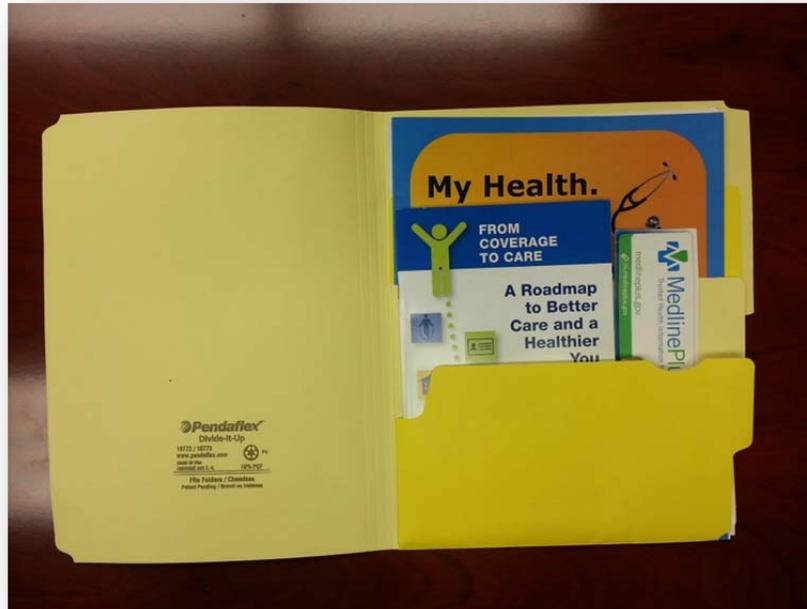
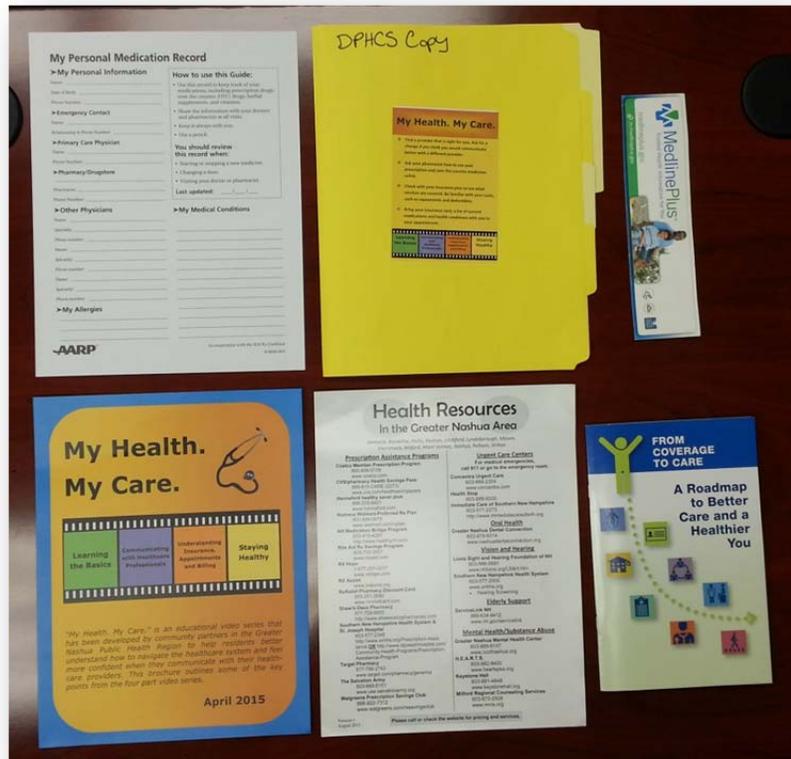


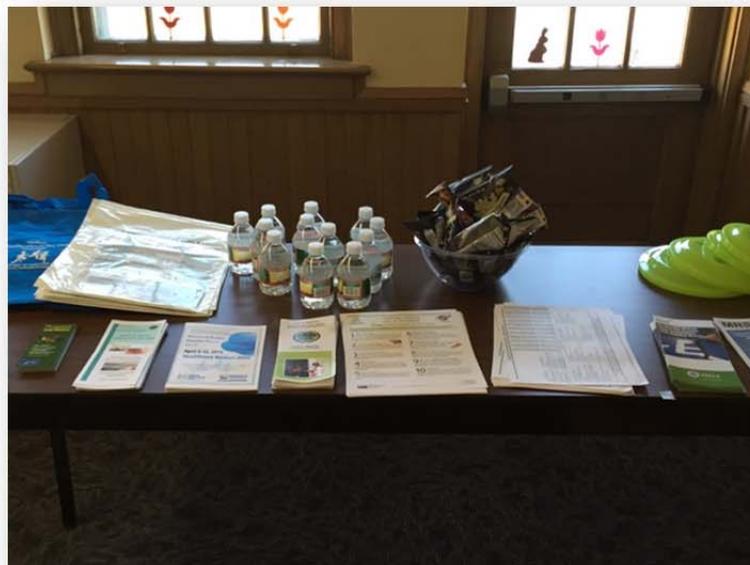
Image of All the Documents in the Folder



Resource Table

Gather additional materials that may benefit attendees and put together a resource table.

Examples of a Resource Table



Budget

Here is an example budget for putting together a film screening. You can expand or reduce the types of materials you use and what you make available at the film screening based on your budget.

Examples are from WB Mason and based on 24 attendees.

Item	Item Number	Price	Quantity	Total Price
Pendaflex® Divide it Up File Folder, Multi Section, Letter, Assorted, 12/Pack	PFX10773	\$9.39/pack	2	\$18.78
Avery® Shipping Labels with TrueBlock Technology, 3-1/2 x 5, White, 100/Pack	AVE8168	\$14.09/pack	1	\$14.09
My Health. My Care. Brochure	N/A	Varies, depends on printing costs - Based on \$0.50 per page for color	24	\$48.00
My Medication Tracker	N/A	Varies, depends on printing costs - Based on \$0.10 per page for black and white	24	\$4.80
Pre and Post Questionnaire	N/A	Varies, depends on printing costs - Based on \$0.10 per page for black and white	24	\$4.80
Thank you flyer	N/A	Varies, depends on printing costs - Based on \$0.50 per page for color	24	\$12.00
From Coverage to Care Brochure	N/A	Free – need to order	24	Free
MedlinePlus Bookmark	N/A	Free – need to order	24	Free
Health Resources Flyer	N/A	Varies, depends on printing costs - Based on \$0.50 per page for color	24	\$24.00
Light Refreshments	N/A	Varies	24 people	\$20.00
			TOTAL	\$146.47

Promoting the Videos and Materials with Your Staff, Clients and Patients

The following pages include social media templates and materials that can assist an organization with holding a film screening in their town. If you use these materials, please fill out the video series feedback form and send it to us, reference page 19 for more information.

Facebook Posts

- Confused by health insurance and billing? Check out the free healthcare video series from [Nashua Division of Public Health & Community Services](http://www.unitedwaynashua.org/free-healthcare-video-series/) where you can learn how to get the most out of the healthcare system: <http://www.unitedwaynashua.org/free-healthcare-video-series/>.



LIVE UNITED
United Way of Greater Nashua

United Way of Greater Nashua
3 hrs · 🌐

Confused by health insurance and billing? Check out the free healthcare video series from [Nashua Division of Public Health & Community Services](http://www.unitedwaynashua.org/free-healthcare-video-series/) where you can learn how to get the most out of the healthcare system:
<http://www.unitedwaynashua.org/free-healthcare-video-series/>



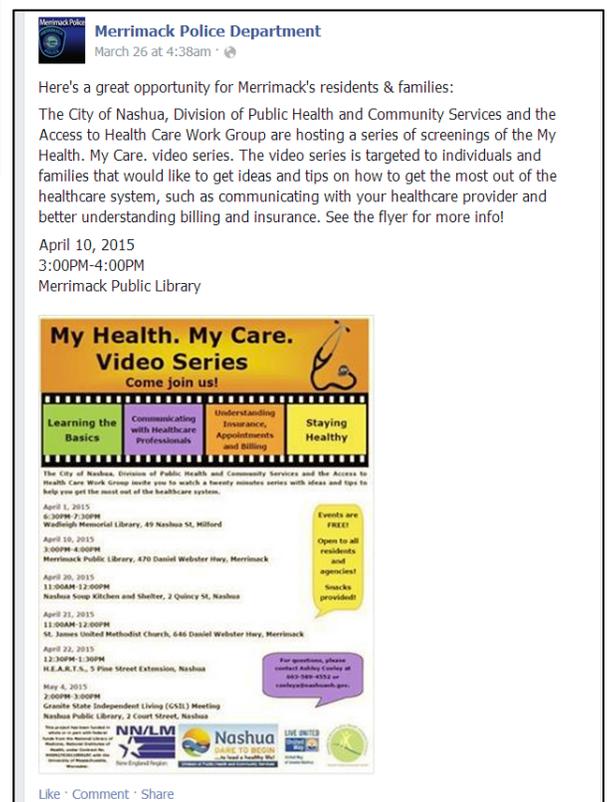
Free Healthcare Video Series Coming to Nashua Area - United Way Nashua

A free healthcare video series, "My Health. My Care." will be offered six times in Greater Nashua from...

UNITEDWAYNASHUA.ORG

Like · Comment · Share

- Here's a great opportunity for Merrimack's residents & families: The City of Nashua, Division of Public Health and Community Services and the Access to Health Care Work Group are hosting a series of screenings of the My Health. My Care. video series. The video series is targeted to individuals and families that would like to get ideas and tips on how to get the most out of the healthcare system, such as communicating with your healthcare provider and better understanding billing and insurance. See the flyer for more info!



Merrimack Police Department
March 26 at 4:38am · 🌐

Here's a great opportunity for Merrimack's residents & families:

The City of Nashua, Division of Public Health and Community Services and the Access to Health Care Work Group are hosting a series of screenings of the My Health. My Care. video series. The video series is targeted to individuals and families that would like to get ideas and tips on how to get the most out of the healthcare system, such as communicating with your healthcare provider and better understanding billing and insurance. See the flyer for more info!

April 10, 2015
3:00PM-4:00PM
Merrimack Public Library



My Health. My Care. Video Series
Come join us!

Learning the Basics	Communicating with Healthcare Professionals	Understanding Insurance, Appointments and Billing	Staying Healthy
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The City of Nashua, Division of Public Health and Community Services and the Access to Health Care Work Group invite you to watch a twenty minute series with ideas and tips to help you get the most out of the healthcare system.

April 1, 2015
6:30PM-7:30PM
Wadleigh Memorial Library, 49 Nashua St, Milford

April 10, 2015
3:00PM-4:00PM
Merrimack Public Library, 470 Daniel Webster Hwy, Merrimack

April 20, 2015
11:00AM-12:00PM
Nashua Soup Kitchen and Shelter, 2 Quincy St, Nashua

April 21, 2015
11:00AM-12:00PM
St. James United Methodist Church, 646 Daniel Webster Hwy, Merrimack

April 22, 2015
12:30PM-1:30PM
H.E.A.R.T.S., 5 Pine Street Extension, Nashua

May 4, 2015
2:00PM-3:00PM
Granite State Independent Living (GSIL) Meeting
Nashua Public Library, 2 Court Street, Nashua

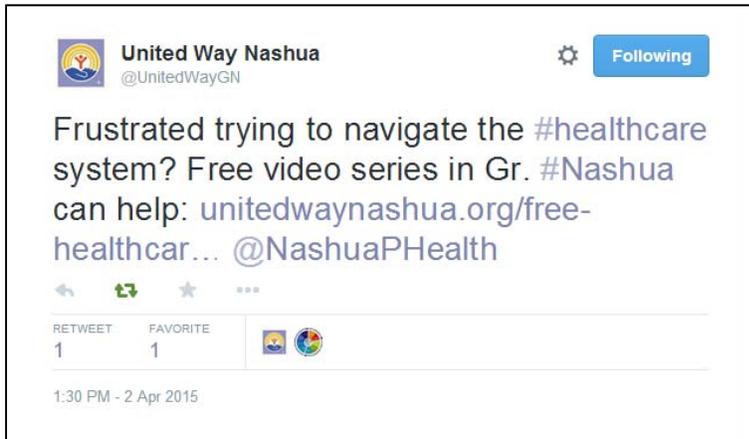
Events are FREE!
Open to all residents and agencies!
Snacks provided!

For questions, please contact Ashley Conley at 603-288-4532 or conley@nashua.gov

Logos: NH/LM, Nashua, LIVE UNITED, United Way of Greater Nashua

Like · Comment · Share

Twitter Posts



Blog Post

Example from the United Way of Greater Nashua

March 26, 2015

By: Joshua Brennick

Are you frustrated trying to navigate the healthcare system? Confused by insurance and billing? How do you find a healthcare provider who is right for you?

Learn how to get the most out of the healthcare system by attending a free screening of the "My Health. My Care." video series, which will be shown six times in Greater Nashua from April 1 through May 4. Offered by the City of Nashua's Division of Public Health and Community Services and developed by community partners in the Greater Nashua Public Health Region, the 20-minute, four-part healthcare video series will highlight:

- Learning the Basics
- Communicating with Healthcare Professionals
- Understanding Insurance, Appointments and Billing
- Staying Healthy

The screenings are free, open to all residents and agencies, and will take place at multiple locations. Snacks will be provided. The videos will be archived on the Nashua Public Health YouTube website. For more information, contact Ashley Conley at 603-589-4552.

This project has been funded in whole or in part with federal funds from the National Library of Medicine, National Institutes of Health, under Contract No. HHSN276201100010C with the University of Massachusetts, Worcester.



Email Blast

My Health. My Care.

The City of Nashua, Division of Public Health and Community Services and the Access to Health Care Work Group are hosting a series of screenings of the My Health. My Care. video series. The video series is targeted to individuals and families that would like to get ideas and tips on how to get the most out of the healthcare system, such as communicating with your healthcare provider and better understanding billing and insurance. Please share these opportunities with residents and community groups! Please reference the attached flyer for more information. All of the events are free and light refreshments will be provided.

April 10, 2015

3:00PM-4:00PM

Merrimack Public Library, 470 Daniel Webster Hwy, Merrimack

April 20, 2015

11:00AM-12:00PM

Nashua Soup Kitchen and Shelter, 2 Quincy St, Nashua

This project has been funded in whole or in part with federal funds from the National Library of Medicine, National Institutes of Health, under Contract No. HHSN276201100010C with the University of Massachusetts, Worcester.



Other Marketing Ideas

- Sandwich boards
- Press release to media sources (e.g. Nashua Patch, newspapers, radio, websites)
- Reach out to Neighborhood Watch Groups and volunteer groups to promote
- Flyers at convenient stores and grocery stores
- Ask healthcare facilities to post in waiting rooms
- Advertise on Access TV stations
- Post on community calendars
- School newsletters
- Table tents in staff break room or local restaurants

Evaluation Tools

1. Pre-Film Questionnaire for Attendees: this should be given to attendees and completed before watching the videos.



My Health. My Care.
City of Nashua, Division of Public Health and Community Services
Pre-Film Questionnaire



Please answer a few questions before viewing the My Health. My Care. videos and materials. This form does not ask for your name, address, or phone number.

How did you hear about today's event (check all that apply)?

Email from City of Nashua

Facebook/Twitter/LinkedIn

Friend or Colleague

Library posting

Access TV Station

Other: _____

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I understand all of the terms used during appointments with my doctors and nurses.					
I understand all of the terms used by insurance companies.					
I am familiar with the Medline Plus website and online tools.					
I feel comfortable talking with healthcare providers, such as doctors and nurses, about my <i>health and medical problems</i> .					
I talk with healthcare providers, such as doctors and nurses about my <i>emotional health</i> .					
I think it is important for my health to get regular check-ups and see my healthcare provider or doctor.					

Where do you get most of your health-related information?

Friends and Family

Hospital

My child's school

Doctor/nurse

Pharmacist

Help Lines

Church

Internet

Books/Magazines

Health Department

Library

Other

How often do you use the library to get health information?

Never use

Almost never

Occasionally/Sometimes

Almost every time

Frequently used

What type of health insurance do you currently have?

I do not have health insurance

Insurance through the Healthcare Marketplace

Medicaid/NH Health Protection Program

Medicare

Private Insurance

Other

2. Post-Film Questionnaire for Attendees: at the conclusion of the event, as the attendees to fill out this form.



Nashua
DARE TO BEGIN
...to lead a healthy life!

My Health. My Care.
City of Nashua, Division of Public Health and Community Services
Post-Film Questionnaire



Please answer a few questions after viewing the My Health. My Care. videos and materials. This form does not ask for your name, address, or phone number.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The videos were easy to understand.					
The videos and materials showed me options for what to do when I don't understand a healthcare service or bill.					
The videos gave me useful ideas and suggestions for ways to improve communicating and talking with healthcare providers.					
The handouts and materials are helpful and I will use them after I leave here.					
I am familiar with the Medline Plus website and online tools.					
I felt comfortable at this event and liked being able to discuss and ask questions about the material.					

Please indicate how the videos and materials increased your understanding of the healthcare system and terms (For example, the term copay)?

- The videos did not increase my understanding
- I understand 1 or 2 words or terms I didn't understand before today
- I understand 3 or more words or terms I didn't understand before today

In the future, how likely are you to check the Medline Plus website for health information?

- Extremely unlikely
- Unlikely
- Neutral

- Likely
- Extremely likely

In the future, how likely are you to use your local library to get health information?

- Less likely than I was before I saw the videos and materials
- Same amount
- Somewhat more likely than I was before I saw the videos and materials
- Definitely more likely than I was before I saw the videos and materials

Additional Comments and Suggestions about the event and/or videos and materials:

3. Film Screening Tracker: use this form to capture information from the film screening to use in your evaluation to improve future events.

MY HEALTH. MY CARE.

City of Nashua, Division of Public Health and Community Services
Film Screening Tracker



SCREENING SITE	
SCREENING DATE	
NUMBER OF ATTENDEES	PARTICIPATING PARTNERS
DISCUSSION SECTION NOTES	
SUCCESSES	IMPROVEMENTS
PROMOTION EFFORTS	

Number of Attendees	How many community members came to this screening?
Participating Partners	What partner agencies participated in the screening as subject matter experts?
Discussion Section	What were the questions that community members had after the screening? Was there notable feedback from attending community members? Were things in the video unclear or not covered?
Successes	What went well in the planning and execution of the screening?
Improvements	For future screenings, what could be done in planning and execution to make the screening event better?
Promotion Efforts	Where was the event promoted? How did attending participants find out about the event? If possible, note the number of participants for each promotion method.

4. Video Series Feedback Form – if you host an event or promote the videos and materials, let us know about it! Please fill out this form and email it to Ashley Conley at conleya@nashuanh.gov, fax it to 603-594-3452 or mail it to the City of Nashua, Division of Public Health and Community Services, 18 Mulberry St, Nashua, NH 03060.

		MY HEALTH. MY CARE Video Series Feedback Form			
<p>Thank you for using the <i>MY HEALTH. MY CARE</i> Video Series materials. This project was developed by the City of Nashua Division of Public Health and Community Services and the Access to Healthcare Workgroup to provide individuals with the information and tips needed to manage healthcare systems.</p> <p>Please help us track how <i>MY HEALTH. MY CARE</i> is being used by completing this form. Your feedback will be used to help improve how we share health information to the public.</p> <p>Instructions: After you have used the materials, please fill out the information below and fax to 603-594-3452 or email to Ashley at conleya@nashuanh.gov.</p>					
PRESENTER INFORMATION					
Name		Title		Organization	
E-Mail		Phone Number			
INFORMATION ABOUT SCREENING					
Location		Date		What group/meeting/audience was this video shown for?	
What organizations were present for this screening?					
What <i>MY HEALTH. MY CARE</i> Videos did you use for this event? (Select all that apply)					
<input type="checkbox"/> Learning the Basics		<input type="checkbox"/> Communicating with Healthcare Professionals		<input type="checkbox"/> Staying Healthy	
<input type="checkbox"/> Understanding Insurance, Appointments and Billing				<input type="checkbox"/> Putting It All Together: A Family's Story	
Number of Attendees		Overall Audience Response to Screenings (i.e. Did it go well? Was the material easily understood)			
Comments/Suggestions:					

City of Nashua, Division of Public Health & Community Services Phone: 603-589-4560 Fax: 603-594-3452					

Templates

1. Film Screening Promotional Flyer

My Health. My Care.

Video Series

Come join us!



Learning the Basics	Communicating with Healthcare Professionals	Understanding Insurance, Appointments and Billing	Staying Healthy
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The City of Nashua, Division of Public Health and Community Services and the Access to Health Care Work Group invite you to watch a twenty minutes series with ideas and tips to help you get the most out of the healthcare system.

Date: April 29, 2015

Time: 5:30PM-6:30PM

Location: Division of Public Health and Community Services, 18 Mulberry St, Nashua, NH

Registration: No registration required!

Event is FREE!

Open to all residents and agencies!

Snacks provided!

The videos focus on four segments:

- My Health: Understanding Insurance, Appointments, and Billing
- My Health: Communicating with Healthcare Professionals
- My Health: Learning the Basics
- My Health: Staying Healthy

For questions, please contact Ashley Conley at 603-589-4552 or conleya@nashuanh.gov.

This project has been funded in whole or in part with federal funds from the National Library of Medicine, National Institutes of Health, under Contract No. HHSN276201100010C with the University of Massachusetts, Worcester.

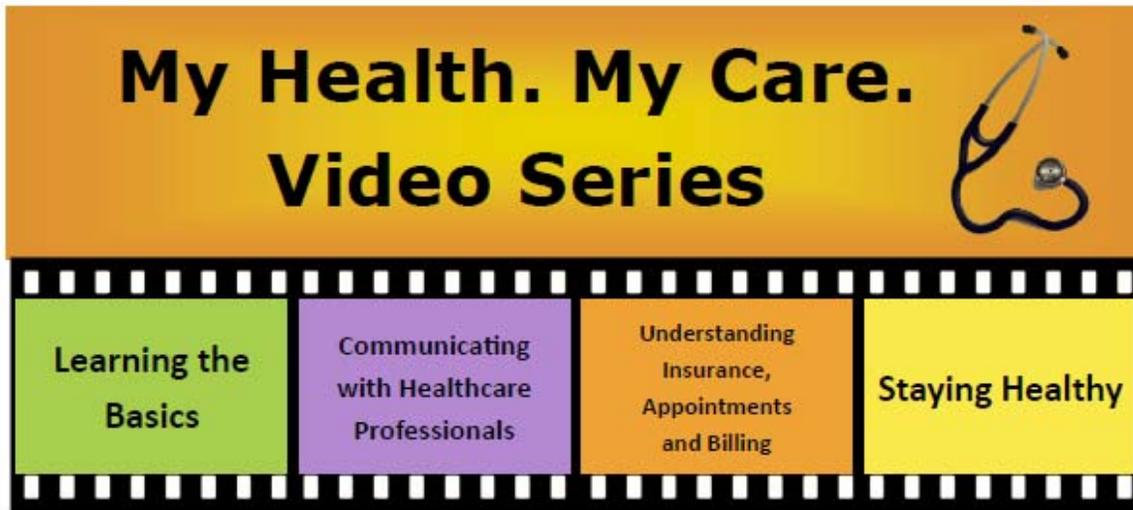








2. Thank You Flyer for Attendees



Thank you for attending the *My Health. My Care.* film screening!

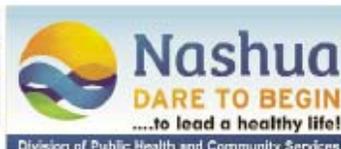
This project was developed after the Access to Health Care Work Group held four community forums in the Greater Nashua area and heard from residents that it was challenging to understand the healthcare system and to find health resources in the area. We received funding from the National Network of Libraries of Medicine, the City of Nashua, Division of Public Health and Community Services and the United Way of Greater Nashua for the project. We partnered with healthcare organizations to develop the content of the videos and used their healthcare providers in the videos to explain how to get the most out of your healthcare system.

If you found the videos and materials helpful, please share them with friends and family! The videos can be found on the Division's YouTube channel (Nashua Public Health) at youtube.com and on the Division's website at <http://bit.ly/AccessHC>.

Contact Information:

City of Nashua, Division of Public Health and Community Services
18 Mulberry St, Nashua, NH 03060
603-589-4560
www.nashuanh.gov

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3. Labels for Folders

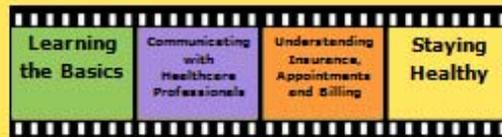
My Health. My Care.

- ❖ Find a provider that is right for you. Ask for a change if you think you would communicate better with a different provider.
- ❖ Ask your pharmacist how to use your prescription and over the counter medicines safely.
- ❖ Check with your insurance plan to see what services are covered. Be familiar with your costs, such as copayments and deductibles.
- ❖ Bring your insurance card, a list of current medications and health conditions with you to your appointment.



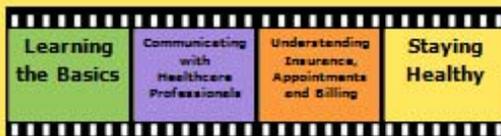
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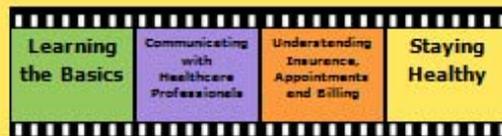
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4. Health Resources Flyer – available in English, Spanish and Portuguese

Health Resources In the Greater Nashua Area

*Amherst, Brookline, Hollis, Hudson, Litchfield, Lyndeborough, Mason,
Merrimack, Milford, Mont Vernon, Nashua, Pelham, Wilton*

Prescription Assistance Programs

Costco Member Prescription Program
800-806-0129
www.costco.com

CVS/pharmacy Health Savings Pass
888-616-CARE (2273)
www.cvs.com/healthsavingspass

Hannaford healthy saver plus
866-315-6421
www.hannaford.com

Humana Walmart-Preferred Rx Plan
800-899-0679
www.walmart.com/rxplan

NH Medication Bridge Program
603-415-4297
<http://www.healthynh.com>

Rite Aid Rx Savings Program
800-700-3957
www.riteaid.com

RX Hope
1-877-267-0517
www.rxhope.com

RX Assist
www.rxassist.org

RxRelief Pharmacy Discount Card
855-251-3690
www.rxreliefcard.com

Shaw's Oasco Pharmacy
877-728-6655
<http://www.shawsoscopharmacies.com>

Southern New Hampshire Health System & St. Joseph Hospital
603-577-2348
<http://www.snhhs.org/Prescription-Assistance-OR> <http://www.stjosephhospital.com/Community-Health-Programs/Prescription-Assistance-Program>

Target Pharmacy
877-798-2743
www.target.com/pharmacy/generics

The Salvation Army
603-889-5151
www.use.salvationarmy.org

Walgreens Prescription Savings Club
866-922-7312
www.walgreens.com/rxsavingsclub

Urgent Care Centers

For medical emergencies,
call 911 or go to the emergency room.

Concentra Urgent Care
603-889-2354
www.concentra.com

Health Stop
603-888-9200

Immediate Care of Southern New Hampshire
603-577-2273
<http://www.immediatecareofsnh.org>

Oral Health

Greater Nashua Dental Connection
603-879-9314
www.nashuadentalconnection.org

Vision and Hearing

Lions Sight and Hearing Foundation of NH
603-566-0691
www.nhlions.org/LS&H.htm

Southern New Hampshire Health System
603-577-2000
www.snhhs.org

- Hearing Screening

Elderly Support

ServiceLink NH
866-634-9412
www.nh.gov/servicelink

Mental Health/Substance Abuse

Greater Nashua Mental Health Center
603-889-6147
www.ccofnashua.org

H.E.A.R.T.S.
603-882-8400
www.heartspsa.org

Keystone Hall
603-881-4848
www.keystonehall.org

Milford Regional Counseling Services
603-673-2508
www.mrcs.org

Signage for Film Screening

Post signage at all entrances and on the way to the location for the film screening so attendees know how to get to the showing.

