



WESTERN NEUROPATHY ASSOCIATION

May 2020
Issue 05
Volume 18

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Neuropathy Hope

Hope through caring, support, research, education, and empowerment

A newsletter for members of Western Neuropathy Association (WNA)

NAVIGATING THE HEALTHCARE SYSTEM By Sonya Wells, MPH, PharmD

If you are feeling any or some of the symptoms associated with peripheral neuropathy (PN), you might be tempted to make an appointment with a podiatrist. However you are usually better off visiting your general practitioner, talking about your symptoms, and asking for a referral to see a neurologist – a doctor who specializes in the nervous system.

All patients have to become their own health care advocate so it is important you arrive prepared. Here are some tips to help you get ready for your appointment and to know what to expect.

- Always try to bring a family member or friend with you. Sometimes it is difficult to remember everything the doctor is telling you or you may forget to ask them something. If you do not have anyone that is able to attend your appointment, bring a note pad and pen and write down all of the information your doctor is telling you. Or bring a portable tape recorder. In the absence of a bringing a family member or friend, you can authorize your doctor to discuss your health care with a specific family member or friend.

- Write down any symptoms you are experiencing, including those symptoms you feel may be unrelated. If it is pain, keep a log of your daily pain from a scale of 0-10, 10 being the worst. Keep track of when you experience pain.
- Make a list of all your medications, including vitamins and supplements.
- Write down questions to ask your doctor. You may not have time to ask all of the questions listed below. Pick a few that are the most important for you to get answers to, so you won't be disappointed.
 - What is causing my symptoms?
 - Are there certain types of tests that can determine what I have and the cause?

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PATIENT'S BILL OF RIGHTS

What is the Patient's Bill of Rights?

This is a summary of the Consumer Bill of Rights and Responsibilities that was adopted by the US Advisory Commission on Consumer Protection and Quality in the Health Care Industry in 1998. It is also known as the Patient's Bill of Rights.

The Patient's Bill of Rights was created to try to reach three major goals:

1. To help patients feel more confident in the US health care system
 - Assures that the health care system is fair and it works to meet patients' needs
 - Gives patients a way to address any problems they may have

- Encourages patients to take an active role in staying or getting healthy
2. To stress the importance of a strong relationship between patients and their health care providers
 3. To stress the key role patients play in staying healthy by laying out rights and responsibilities for all patients and health care providers

This Bill of Rights also applies to the insurance plans offered to federal employees. Many other health insurance plans and facilities have also adopted these values. Even Medicare and Medicaid stand by many of them.

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Roster of Our WNA Information and Support Groups

2020 WNA Board of Directors

Bev Anderson
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Lindsay Campoy
WNA Administration
(888) 556-3356
admin@pnhelp.org

Please contact
your group leader or
check your group
page on the
WNA website –
www.WNAinfo.org
to find out about the
topic/speaker for the
upcoming meeting.

Bev Anderson
Editor

Newsletter Design by

 Diane Blakley
Designs

CALIFORNIA

Auburn

1st Monday, 11 AM
Woodside Village MH Park
12155 Luther Road
Sharlene McCord (530) 878-8392

Castro Valley

2nd Wednesday, 1:30 PM
First Presbyterian Church
2490 Grove Way (next to Trader Joe)
Joy Rotz (510) 842-8440

Concord

3rd Thursday, 1:30 PM
First Christian Church
3039 Willow Pass Road
Wayne Korsinen (925) 685-0953

Davis

2nd Tuesday, 3:30-5:00 PM
Davis Senior Center, 646 A Street
Mary Sprifke (530) 756-5102

Elk Grove

2nd Tues., 1 pm
New Senior Center
8230 Civic Center Dr.
Roger White (916) 686-4719

Folsom

3rd Wednesday, 12:30 PM
Association Resource Center
950 Glenn Dr., Suite 150
Bev Anderson (877) 622-6298

Fresno

3rd Tuesday, 11:00 AM
United Community Church of Christ
5550 N. Fresno St.
Bonnie Zimmerman (559) 313-6140

Grass Valley

2nd Monday, 1:30 PM
GV United Methodist Church
236 S. Church Street
Bev Anderson 877-622-6298

Merced

2nd Thursday, 1 PM
Central Presbyterian Church
1920 Canal Street
(Hoffmeiser Center across from the church)
Larry Frice (209) 358-2045

Modesto

3rd Monday, 10:30 AM
Trinity United Presbyterian Church
1600 Carver Rd., Rm. 503
Harkaman Ghag (209) 541-5404

Monterey

3rd Wed., 10:30 AM (odd numbered months)
First Presbyterian Church
501 El Dorado Street
Dr. William Donovan (831) 625-3407

Napa

1st Thursday, 2 PM
Napa Senior Center, 1500 Jefferson St.
Ron Patrick (707) 257-2343
bonjournapa@hotmail.com

Placerville

2nd Wednesday, 1 PM
El Dorado Senior Center
937 Spring Street
Bev Anderson (877) 622-6298

Roseville

2nd Wednesday, 1PM (odd numbered months)
Sierra Point Sr. Res.
5161 Foothills Blvd.
Stan Pashote (916) 409-5747

Sacramento

3rd Tuesday, 1:30 PM
Northminster Presby. Church
3235 Pope Street
Sonya Wells (916) 627-0228

San Diego

3rd Monday, 1:30 PM
The Remington Club
16925 Hierba Dr.
Chhattar Kucheria (858) 774-1408

San Francisco

2nd Monday, 11 AM – 12:30 PM
Kaiser French Campus
4141 Geary Blvd. between 6th & 7th Ave.
Rm. 411A - Watch for signs.
Merle (415) 346-9781

San Jose

3rd Saturday, 10:30 AM
O'Conner Hospital, 2105 Forest Avenue
SJ DePaul Conf. Rm.
Kathy Romero (407) 319-2557

Santa Barbara

4th Saturday, 10AM (Sept., Oct., Jan., March, May)
St. Raphael Catholic Church
5444 Hollister Ave., Conference Room
Nancy Kriech (805) 967-8886

Santa Cruz

3rd Wednesday, 12:30 PM (odd numbered months)
Trinity Presbyterian Church
420 Melrose Avenue
Mary Ann Leer (831) 477-1239

Santa Rosa

1st Wednesday, 10:30 AM
Steele Lane Community Center
415 Steele Lane
Judy Leandro (707) 480-3740

South San Diego

4th Thursday, 2 PM
Garden Room
3541 Park Blvd.
Jacklyn (858) 228-7480

Walnut Creek

4th Friday, 10 AM
Rossmoor, Hillside Clubhouse
Vista Room
Karen Hewitt (925) 932-2248

Westlake Village - Thousand Oaks

2nd Monday, 4:30-5:30 PM
United Methodist Church
Youth Classroom 1 (faces parking lot)
1049 S. Westlake Blvd.
Angie Becerra (805) 390-2999

NEVADA

Las Vegas

3rd Thursday, 1 PM
Mountain View Presbyterian Church
8601 Del Webb Blvd.
Barbara Montgomery
lvneuropathygroup@gmail.com

OREGON

Grants Pass

3rd Wed., 4:30 – 6:30 PM
(except July, Aug., and Dec.)
Club Northwest
2160 NW Vine Street
David Tally 541-218-4418

TEXAS

Austin

2nd Wednesday, 9:30-11:00 AM
Education Room
Conley-Guerrero Activity Center
808 Nile Street
Marty Meraviglia RN, ACNS-BC
(512) 970-5454
mgmeraviglia@gmail.com

Houston

3rd Saturday, 1-2:30 PM
Memorial Drive United Methodist Church
12955 Memorial Drive
South Parking Lot, Southeast Entrance
Room D100 (Ground Floor)
kstenzel@hotmail.com

For information on groups in the following areas or any other place you are interested in finding out about a support group, call Bev Anderson at (877) 622-6298. She is actively trying to open new groups and re-open closed groups. Check with her about a group in your area especially if you would volunteer to be the leader.

New Leadership needed. No meetings for now. Contact for information: Bev Anderson 877-622-6298. California: Alturas, Antioch-Brentwood, Bakersfield, Berkeley – Oakland, Carmichael, Clearlake, Costa Mesa, Crescent City, Eureka, Fort Bragg, Garberville, Jackson, Lakeport, Lincoln, Livermore, Lodi, Madera, Mt. Shasta, Oxnard, Quincy, Redding, Redwood City, Salinas, Santa Maria, San Rafael, Sonoma, Sonora, Stockton, Susanville, Truckee, Tulare-Visalia, Turlock, West Sacramento, Weed, Ukiah, Woodland, Yreka, Yuba City-Marysville. Nevada: Reno-Sparks. Oregon: Brookings, Medford, Portland, Salem.

President's Message By Bev Anderson



We have been having a shared mode of living these past weeks, but likely each one is experiencing it differently. I've been out to the grocery store once in the past month, others are needing to go to work in a store/office/facility each day. I asked WNA support group leaders to send me a note as to how and what they were doing or I talked with them on the phone. Charlene McCord, leader in Auburn, described a major painting and redesign of part of her house. Mary Sprifke in Davis said that she had a yard front and back that was getting her attention. David Tally in Grants Pass, Oregon, is busy helping small businesses like his apply for help needed. Marty Meraviglia in Austin, Texas, is helping coordinate an area-wide prayer request distribution with many individuals and groups participating. Others are busy with grandchildren, cleaning drawers and closets, and just enjoying the chance to be at home. No one seemed bored. I definitely am not. I've not even made much of a dent in projects that I want to do.

I do think that perhaps the time at home has been good for many. There has been more rest and just slowing down for many. Students in school doing distance learning are possibly catching up on concepts and understandings missed earlier in the year. One amazing thing is how fast people have picked up on technology that they have thought about but never got around to using previously. Our Board of Directors meeting in April was our first Zoom meeting. We could see each other just as we did when we meet in person in Folsom. We got a lot done. Using Zoom will make it possible to have Board members who do not live within driving distance of our meetings.

Be sure to notice the article about the tax rules about contributions to nonprofit organizations being expanded to encourage people to give. (page7) It is an advantage for the giver as well. A fundraising letter that goes to everyone in our database will be out soon so that we are ready for the Big Day of Giving on May 7. In some areas, you may hear about Giving Tuesday Now with an earlier date. We mention it at its usual time in November. We are asking that those that want to participate do so with Big Day of Giving and send their contribution to WNA so it arrives on or before May 7. Or you can go on the Big Day of Giving website and give there. The more funds we have donated in association with the Big Day of Giving, the more funds we receive in 'matching' from the major funders the Greater Sacramento Region. With about 600 small and large participating nonprofit organizations, the major funder contributions are spread rather thin.

Last month this newsletter featured the annual report, a list of donors, and an article from Grant Lynes on his neuropathy and his 'cure' that some thought might have deserved placement at the top of the front page. Grant is the only one that has tested it. There are no studies. We can't locate the name of the doctor that devised the mixture. It is much the same as Nerve Renew with some ingredients added so it is basically an open opportunity to do your own clinical trial using known supplements.

As we look toward the day when we can be out and about together, we hope we'll find support groups growing and thriving. We hope the new group in Costa Mesa, California, can get off the ground. Just as I found a probable meeting place, they couldn't have us meeting there because of the shelter in. I received a call from a lady in Eureka, California, saying she wanted to start a neuropathy support group there. We are looking at the possibility of a new group in Dallas, Texas. There are so many places we need a leader or leaders for groups. I so wish there was a way we could find such people. Any town or region with 1,000 or more people could have enough people to have enough for a group. Statistics now say that one out of 10 people have symptoms of neuropathy. That would be 100 in a 1,000. Out of that, surely 10 people or more would come to a support group. Smaller regions are often more successful with good promotion of the group meetings. If you or anyone you know is interested in leading a group, please let me know. We have a guide, a box of materials, and a box of packets for first timers that gives information about neuropathy.

Before long, we'll be sending out email announcements of webinars with speakers. Through these "trying times" we are taking a positive approach and trying new things and finding we might have been missing a lot of fun for not moving sooner.

We've been having April showers so the May flowers should be just ahead. However, California poppies are outdoing themselves in the Sierra foothills already with blankets of orange. It is as if they knew no one would be tromping all over them this spring. And wild animals that are coming into towns and cities as their world of exploration expands with few humans impede their boundaries.

Do enjoy the days you have at home as the day will come when you will likely wish you could be home more.

Bev

Help With Health Care Challenges

If the number is not in your area, call the one listed and ask for the right number.

Medicare

www.Medicare.gov

...

The Affordable Health Care Act

For current information go to www.HealthCare.gov

...

HICAP

Health Insurance Counseling

for seniors and people with disabilities.
www.cahealthadvocates.org/HICAP/
Call (800) 434-0222 to ask a question or to make an appointment.

...

Health Rights Hotline

Serving Placer, El Dorado, Yolo, & Sacramento Counties, regardless where you receive your health coverage.
Tollfree (888) 354-4474 or TDD (916) 551-2180.
In Sacramento, (916) 551-2100.
www.hrh.org.

...

HMO Help Center Assistance

24 hours a day, seven days a week.
(888) HMO-2219 or (877) 688-9891 TDD

...

DRA's Health Access Project Free publications about the health care, insurance rights and concerns of people with disabilities and serious health conditions. For more information, go to <http://dralegal.org/> and click on "Projects".

Breathing Exercise That Reduces COVID-19 Symptoms

I have recently become aware of an exercise technique that has been helpful in reducing COVID-19 symptoms, specifically to ease the effects on the lungs. It was developed in England and is explained and demonstrated by a British doctor from Queen's Hospital in London. Dr. Sarfaraz Munshi describes the exercise in a video, which you can link to below. This technique is approved by the Chief Medical Officer of the American Lung Association as beneficial to anyone who suffers from excess mucus in the lungs, including those with severe asthma.

Here are the steps in the process:

1. Take a deep breath in.
2. At the end of it, hold your breath for five seconds. Release.
3. Do this five times in a row.
4. Take a sixth deep breath in, then at the end of it cough strongly - covering your mouth as you do so.
5. The six breaths plus cough at the end represent one cycle. Repeat this cycle.

Dr. Munshi then instructs patients to lie on their stomach on a bed, taking slightly deeper breaths than normal for the next 10 minutes. "The majority of your lung is on your back, not on your front. So by lying on your back, you're closing off more of the smaller airways and this is not good during the period of infection."

It is important to do this exercise while seated instead of standing because it can make you dizzy.

While performing this exercise will not keep you from becoming infected if you are exposed, in my opinion it will improve the functioning of the lungs so that if you become infected you are more likely to have reduced symptoms. This seems to me to be a safer approach than taking an untested medication that can have odious side effects. (1)

"When Breathing is Difficult" was the subject of one of the articles published in the last BALANCE NEWS. It has been updated to reflect this new technique. It also includes a number of other methods for relieving anxiety when deep breathing is not possible. (2)

Health officials have been finding that those suffering severely from the COVID-19 infection encompass those with preexisting conditions, which include diabetes and high blood pressure. This is thought to be one reason why African Americans are experiencing

higher rates of infection. Both conditions are more prevalent in that community.

If you have high blood pressure and are not already limiting salt in your diet, now is a good time to do so. If you suffer from diabetes, this is an excellent time to make a concerted effort to get it under control. Diet is one way to do that.

As you remove your face mask, be careful not to touch the exterior of the mask. Wash your fabric face mask after each use.

Building Better Balance is an enjoyable set of four balance classes. All the classes improve your balance and prevents falls. Each class approaches the subject based on different issues important to those older. For example, the second one in the series, "Legs & Feet," addresses how to make it easier to walk. As we get older, difficulty walking often presages a decline in health. We can reverse that by improving the strength and flexibility of the legs, feet, knees and hips. This DVD shows you how. It is especially important for those older to remain active but it is more difficult to do that during this time of hibernation. Take the Building Better Balance classes and maintain your health and activity level while learning new essential tips on how to avoid having falls.

To find out how to purchase the DVDs, call (707) 318-4476.

Reference:

(1) Dr. Munshi demonstrates this technique: <https://youtu.be/HwLzAdriec0>

(2) When Breathing is Difficult: <https://building-better-balance.com/when-breathing-is-difficult.html>



Vanessa is certified by the American Senior Fitness Association as Group Fitness Leader and Personal Trainer and is insured by the IDEA Health and Fitness Association. She also has received Master Certification in the non-profit funded program "A Matter of Balance".

NEUROPATHY MEDICAL LITERATURE REVIEW

By William B. Donovan, M.D.

We can access the National Library of Medicine (**NLM**) to obtain information on peripheral neuropathy (**PN**). There are over 100 medical articles a month written on PN.

I review these references and select articles that would appear to be most interesting to us neuropathy sufferers. This is the link to **PubMed** that will connect to the **NLM**:

www.ncbi.nlm.nih.gov/sites/entrez

If you are reading this article on the computer, just click on the above link to go there. If you are reading the print edition of the newsletter, type this link into the address bar of the browser on a computer. If you don't know how, get a librarian or friend to help you.

After you get to **PubMed**, you will see a line that says "**Search PubMed**" followed by "**for**" and a space. Every article in the **NLM** is given a **PMID**, an eight digit identification number. I will give you **PMID** numbers of the selected articles. Type the **PMID** into the space after the "**for**" and click on "**Go**" at the end of the space, or press the ENTER key on your keyboard. You will then see a one paragraph abstract of the article appear, as well as links to related articles.

The reader can also go to the WNA website www.pnhelp.org, click on the RESOURCES tab and select MEDICAL LITERATURE REVIEW from the menu to review the archive of summaries that have appeared in this column over recent years.

This month's PMIDs:

- 30594335 This Polish study of carpal tunnel syndrome patients compared manual therapy with no therapy in 189 patients, and found improvement on the RAND 36-item Short Form Health Survey at the level of $p < 0.001$.
- 30681031 This article from the Cleveland Clinic Department of Anesthesia emphasizes that, despite the risks, opioids continue to have a role in the management of chronic pain, including neuropathic pain.
- 30773731 This Iranian randomized double-blind placebo-controlled study found that co-administration of gabapentin 300mg three times a day with paclitaxel therapy resulted in significantly fewer grade 2 and 3 cases of neuropathy in the treatment group ($p < 0.0001$).

ITEMS LEARNED AT A SEMINAR ABOUT COVID-19

- Smoking and vaping make the virus worse if you catch it after having done these activities.
- Masks don't prevent a viral load to you, it just interrupts your output to others.
- Frailty should be a top consideration as to vulnerability.
- Temperature and humidity level did not change anything in China.
- Certain medications that might be considered are not because they can cause cardiac arrest and arrhythmias.
- In comparing the time having to be spent in quarantine vs. having the illness, people are saying they would rather lose a year of life than die in an intensive care unit.

HELPFUL INFORMATION

The benefits of even a small loss of weight. A loss of just 5% of our total body weight can have a great helpful impact on our health. It can mean less heartburn and knee pain, lowered blood pressure, less diabetic risk, better sexual function, improved sleep, extra energy, and more self-esteem.

Weigh to get your total weight. Calculate 10% of that number. Divide that 10% in half to determine how much 5%. That is your goal if you are overweight. Next steps are to eat right, exercise, and get enough sleep.

Have your B12 level tested every three years as we don't absorb it from food well as we get past age 65. Low B12 can cause neuropathy. If your B12 is low, have your doctor help choose the way to bring it to a normal level. Sometimes shots are required.

If you have heart problems, researchers caution against marijuana use.

To get expanded information on the above, access the Harvard Health Letter, Volume 45, Number 6, April 2020.

Be careful of CBD products on the market. The Food and Drug Administration (FDA) says "We remain concerned that some people wrongly think that the myriad of CBD products on the market, many of which are illegal, have been evaluated by the FDA and determined to be safe, or that trying CBD 'can't hurt.'" Aside from one prescription drug approved to treat two pediatric epilepsy disorders, these products have not been approved by the FDA and we want to be clear that a number of questions remain regarding CBD's safety," says FDA Principal Deputy Commissioner Amy Abernethy. Even legal CBD products have potential health risks such as liver injury, drug interactions, sedation, diarrhea, decreased appetite, and mood changes. Talk to your doctor before trying any new supplement, especially if it contains CBD.

To get expanded information on the above, access the Harvard Health Letter, Volume 45, Number 5, March 2020.

DISCOUNTS FOR WNA MEMBERS

The following companies or individuals have agreed to give WNA a discount to WNA members. Give them a call or visit. If you choose to purchase the service or wares of any on this list, pull out your WNA Membership Card and claim the discount.

Anodyne Therapy

Infrared Light Therapy equipment - **12% off all home units.**
Contact: 800-521-6664 or www.anodynetherapy.com

Auburn

The Footpath

825 Lincoln Way
(530) 885-2091
www.footpathshoes.com
WNA Discount: 10% off the regular price shoes.

Elk Grove

Shoes That Fit

8649 Elk Grove Blvd.
(916) 686-1050
WNA Discount: 20% off the regular price shoes.

Fortuna

Strehl's Family Shoes & Repair

Corner of 12th & Main
1155 Main Street
(707) 725-2610
Marilyn Strehl, C.PED
is a Certified Pedorthic
WNA Discount: 10% off the regular price shoes.

West Sacramento

Beverly's Never Just

Haircuts and Lilly's Nails

2007 W. Capitol Ave
Hair - (916) 372-5606
Nails - (916) 346-8342
WNA discount: 10% off the regular price.

- Continued on page 7

NEW DEDUCTION FOR TAX YEAR 2020

If you take the standard deduction, you can also claim a \$300 credit for contributions made to a nonprofit organization like the Western Neuropathy Association. Married couples filing jointly can claim \$600 for contributions made. This reduces your taxed amount by the amount given.

If you itemize deductions, you can give a greater percent than you can now. In 2020, it is up to 100% from 60%. For corporations it is up to 25%, which is a change from 10%,

Required Minimum Distributions are waived in 2020 for most donors. They don't have to start until 2021. Even so, it will be a good deal to make contributions to nonprofit organizations in 2020. The bill gives indication of respect for what nonprofit organizations do for our country. Many have been hit hard by the impact of COVID-19, especially if they are financed chiefly by dues and contributions of supporters. If those people are impacted by job loss, they will not be giving as generously. Supportive funding may disappear.

Navigating The Healthcare System – Continued from page 1

- Are the tests done in the hospital or doctor's office and how long will they take?
- Do the tests require any special preparation?
- Will my insurance cover these tests?
- Ask them to explain what the test will do and show.
- Is the condition temporary or permanent?
- What treatments are available and which are best for my condition?
- What, if any, are the side effects of any of the treatments?
- What if the medication/treatment does not work?
- Is there a generic alternative to the medicine and if so will it work the same?
- How long will it take before the medication becomes effective?
- Are there better times during the day I should take the medicine you are prescribing?
- Are there any alternative medicines or procedures that I can do or take along with the other prescribed medications?
- Would physical or occupational therapy help?
- What type of exercise do you recommend?
- Do I need to restrict any activities?

Other things the doctor may be interested in having you bring are:

- Previous medical records
- Previous medical test results
- Insurance information
- List of other health care providers with their contact information

Some questions your doctor may ask you:

- Do you have any underlying health conditions, such as diabetes, alcoholism, recently undergone any chemotherapy treatments?
- When did you begin experiencing symptoms?
- If you have pain, how severe are your symptoms and how often – are they continuous or occasional?
- Are you doing or taking anything that improves your symptoms?
- Is there anything that appears to worsen your symptoms?

It can be difficult to get the time we want when we visit the doctor. One of the best ways to have more time with the doctor is to schedule your appointment first thing in the morning – or right after lunch. But, if you arrive prepared, you can still make the most of your visit no matter the time. If you feel that you didn't get all the answers you need, ask your doctor if it would be best to schedule another appointment to discuss additional concerns.

The eight key areas of the Patient's Bill of Rights

1. Information for patients

You have the right to accurate and easily-understood information about your health plan, health care professionals, and health care facilities. If you speak another language, have a physical or mental disability, or just don't understand something, help should be given so you can make informed health care decisions.

2. Choice of providers and plans

You have the right to choose health care providers who can give you high-quality health care when you need it.

3. Access to emergency services

If you have severe pain, an injury, or sudden illness that makes you believe that your health is in danger, you have the right to be screened and stabilized using emergency services. You should be able to use these services whenever and wherever you need them, without needing to wait for authorization and without any financial penalty.

4. Taking part in treatment decisions

You have the right to know your treatment options and take part in decisions about your care. Parents, guardians, family members, or others that you choose can speak for you if you cannot make your own decisions.

5. Respect and non-discrimination

You have a right to considerate, respectful care from your doctors, health plan representatives, and other health care providers that does not discriminate against you.

6. Confidentiality (privacy) of health information

You have the right to talk privately with health care providers and to have your health care information protected. You also have the right to read and copy your own medical record. You have the right to ask that your doctor change your record if it is not correct, relevant, or complete.

7. Complaints and appeals

You have the right to a fair, fast, and objective review of any complaint you have against your health plan, doctors, hospitals or other health care personnel. This includes complaints about waiting times, operating hours, the actions of health care personnel, and the adequacy of health care facilities.

8. Consumer responsibilities

In a health care system that protects consumer or patients' rights, patients should expect to take on some responsibilities to get well and/or stay well (for instance, exercising and not using tobacco). Patients are expected to do things like treat health care workers and other patients with respect, try to pay their medical bills, and follow the rules and benefits of their health plan coverage. Having patients involved in their care increases the chance of the best possible outcomes and helps support a high quality, cost-conscious health care system.

Other Bills of Rights

This bill of rights focuses on hospitals and insurance plans, but there are many others with different focuses. There are special kinds, like the mental health bill of rights, hospice patient's bill of rights, and bills of rights for patients in certain states. Insurance plans sometimes have lists of rights for subscribers. Many of these lists of rights tell you where to go or whom to talk with if you have a problem with your care. The American Hospital Association has a list of rights along with patient responsibilities that can help a person be a more active partner in his or her health care.

Health Insurance Problems

If you have concerns about your insurance, it is sometimes helpful to start with customer service or a case manager at your health insurance company. (Page 3 of this newsletter has, in the right-hand margin column, several agencies that help patients with questions about their health care concerns.)

DISCOUNTS FOR WNA MEMBERS

Continued from page 6

Neuropathy Support Formula/Nerve Renew

(1-888-840-7142) is a supplement that a sizable number of people are taking and reporting it has helped them. The company gives members of WNA a discount and free shipping. The 30-day supply is \$40 (normally \$49.97). It can be auto-shipped monthly for the same. A 3-month supply via auto-ship is \$95.00. They also have a Nerve Repair Optimizer that is available for \$20 with free shipping. Marsha, the manager, said that if anyone wants more information about the product, they can call and ask for her. If she is not readily available, leave your number and she will call you back.

Building Better Balance DVD, Developing Spine Health

– The DVDs are \$30 each. The price of a full set (4 DVDs) is \$100 (that's a 20% discount). You can order the DVDs by going to the website www.building-better-balance.com. Shipping is free. You can also order the DVDs over the phone using a credit card. Call (707) 318-4476 and leave a message“ Vanessa Kettler, Balance and Fall Prevention www.building-better-balance.com (707) 318-4476

Additional Discounts

Do you know a business that might offer our members a discount? Tell them that they will be listed each month in our newsletter and on our website so our members will know of their generosity and patronize their business. Call (877) 622-6298 or e-mail info@pnhelp.org.

We'll mail an agreement form to the business, and once we have it, we'll add them to this list.



WESTERN NEUROPATHY ASSOCIATION

A California public benefit, nonprofit,
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P.O. Box 276567, Sacramento, CA 95827-6567

TELECONFERENCES IN MAY

Call 1-877-366-0711 Passcode 36199447#

Monday, May 4, 6:30 PM – Anyone who would like to talk about neuropathy. We'll check in, tell what helps us, answer questions people might have. Bev will talk about causes of neuropathy. If you have been told you have idiopathic neuropathy, this might be a good time to come to this group.

Wednesday, May 13, 1:00 PM – Placerville – anyone can call in

Saturday, May 16, 10:30 AM – San Jose – anyone can call in

Tuesday, May 19, 1:30 PM – Sacramento – anyone can call in
– Sonya Wells, Pharmacist, leading

Wednesday, May 20, 12:30 PM – Folsom – anyone can call in



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Our mission is to provide support, information and referral to people with neuropathy and to those who care about them, to inform and connect with the health care community, and to support research.

Dues - \$30 a year

All contributions and dues are tax-deductible.

We are supported by dues-paying members, contributions by members and friends, and occasionally, small grants and fundraisers.

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