

## More Information...

To find out more about *Going to the Doctor*, please contact Advocates at (508) 628-6300.



*Advocates, Inc. would like to thank The MetroWest Community Healthcare Foundation for their generous financial support, without which Going to the Doctor could not have been created.*

## About Advocates

Advocates, Inc., headquartered in Framingham, is among the 20 largest human service organizations in Massachusetts. With a staff of over 950, Advocates is a leading provider of residential support services; outpatient mental health and substance abuse services; intensive home-based intervention for individuals and families; job training and support; housing, benefits and legal services; and community justice programs. Advocates provides services at sites throughout Eastern and Central Massachusetts.



Advocates' mission is to help people achieve their hopes and dreams within the fabric of their communities. We partner with people with disabilities, elders, and those with other challenges to overcome personal obstacles and societal barriers so that they can obtain and keep homes, engage in work and other meaningful activities, and sustain satisfying relationships. We work to inspire communities to create opportunities for contribution and participation by all.

## ADVOCATES

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# Going to the Doctor



Because better care, leads to better health, and better health leads to a *better life*.



*An Advocates, Inc. Production*

## Background

In 2002 the Surgeon General issued a report on the healthcare disparities facing people with developmental disabilities. This report also discusses ways to improve both the care and services they receive.

*“They need to be empowered with adequate and understandable information and reinforcement to avoid health risks and maintain healthy personal habits. Their health care providers and the environments where they live, work, learn and socialize should offer opportunities to inform, support and reinforce healthy lifestyles.”*

As care and service providers, we at Advocates are on the front lines of this battle. Working to improve the quality of life of the individuals we serve with Developmental Disabilities is absolutely integral to our mission and the foundation upon which *Going to the Doctor* was both conceived and created.



*We believe that better care leads to better health and that better health leads to a better life.*

## Let's Go to the Doctor!

*Going to the Doctor* is a 22 minute video presentation the objective of which is to illustrate ways doctors, care recipients and direct care staff can work together to maximize the effectiveness and quality of an individual's visit to the doctor.



We follow along with Nathan as he goes on two very different trips to the doctor...

In the first visit, we watch as almost everything goes wrong. This segment highlights specific examples of disrespectful, hurtful and ineffective communication.

In the second visit, we observe far more effective ways for all to clearly and respectfully communicate.

Throughout the video viewers are encouraged to pause and review what they have just seen. This is a great way to both maximize skill retention and get everyone talking about the experiences they have had when *Going to the Doctor*.

## When I Go to the Doctor...

*Going to the Doctor* also includes a segment featuring a group of individuals discussing experiences they have had while visiting the doctor. Their discussion includes examples of what has been helpful to them on these visits, as well as what has not.



David

*“A good doctor is one that knows a lot about what they're doing and asks a lot of questions.”*



Ron

*“They (doctors) should look at you. That way they are showing respect for their patient, because patients always come first.”*



Angela

*“I think that no matter if you have a disability or if you don't you should get the same treatment as any other patient. You have the same rights as other people, it doesn't matter if you have a disability or not.”*