



The Spotlight

Spotlighting healthcare-related educational topics that matter to you

The Patient Education and Empowerment Department creates resources that address a range of topics from medical debt to insurance access and disability benefits. The resources we produce are reflective of real-world experiences that meet the needs of the patients PAF serves.

To learn more about our resources, **CLICK HERE**

You asked & we listened. Using questions our case managers get asked and analyzing our website keyword searches each month, we address what patients want to know now.

The Results are in... This time, We Asked and You Listened



At PAF, we want to create the educational materials you want to see. We hope the publications, tip sheets, interactive training, and other

resources we produce help you navigate America's complex health system and guide you to a better understanding of how to get the best healthcare.

Because we want to give you what you want, we asked. In July, we launched a 2-question survey that was sent out to hundreds of patients, caregivers, and health professionals. We wanted to know what topics you want to learn about, and in what formats you would like to learn about them.

We had almost 470 respondents



take our survey, so we feel confident that the results we got were representative of our larger audience.

On to the results:

The most popular topic that you wanted to hear about was managing the financial aspect of treatment. The top two answers were Paying for Medications and Paying Medical Expenses. That was followed up by Understanding insurance- Medicare and Commercial. We do have a great training series that may help ([linked here](#)) that is great for insurance beginners and anyone who needs a refresher on how to use your benefits.

Most of you said you wanted to receive the information online, that you can download and print at home. You also like to receive print-

ed materials in the mail (you can order our publications in the mail for free [here](#)) and want to read material online like blogs, articles, etc. You like the idea of videos with experts and watching recordings of webinars.



What we are going to do with this information: We are going to use it to shape future projects, both in topic and delivery. Our goal is to provide helpful information to you in the way you want to receive it, and we appreciate your time in answering our survey to help us work better for you. We are getting to work, so we can write and create the materials you want. As always, if you have an idea for a topic you would like to see, contact us at education@patientadvocate.org