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.

Creating Meaningful Resources for You

On the heels of our 2023 Patient Information and Resource Survey, the Patient Education and Empowerment Department felt it was important to follow up with you and show you what we did with your feedback from 2022!

We had 473 respondents to last year’s survey. Most of you said you prefer online materials that you can print at home and prefer written content.

• 77% of you said you wanted to learn more about Paying for Medications. We wrote about tips to help manage the often-high cost of medications in our Lighthouse Series: A Guide to Paying for Medications Tip Sheet.
• 66% of respondents said Paying for Medical Expenses was important to you. Our Lighthouse Series also featured strategies to access and pay for needed healthcare expenses in A Guide to Managing the Cost of Your Medical Care Tip Sheet.
• 61% of you said you needed information about Medicare benefits. Be on the lookout for this new, comprehensive publication launching in October, titled Making the Most of Your Medicare Benefits! In the meantime, check out our recently launched Medicare Resource Center, which should bring you up to date on recent Medicare changes.
• 41% of you said the topic of Using Health Insurance Effectively was important. This material is featured in our interactive training series, the Health Insurance Education Series. This series has accompanying tip sheets and series is designed to help you make informed decisions when selecting a health insurance plan or using your health insurance benefits.
• 40% of respondents want to know more about How to Pay Household Expenses while in treatment. As a complement to our newly relaunched National Financial Resource Directory, we wrote two Navigating Assistance Programs tip sheets. The first tip sheet, Finding Help, is about how to find assistance programs that help with the cost of living expenses and/or treatment costs. The second tip sheet, titled Improving Your Chances for Help offers tips to help improve your chances of getting assistance for household costs or medical expenses.
• 32% of you said you wanted more information about communicating with your providers. We released a tip sheet titled Maintaining Effective Communication with Your Provider with advice on how to maximize your healthcare appointments and partner with your healthcare provider.

Following the 2023 patient survey, we are already planning new projects and incorporating your valuable feedback. Once again, thank you so much for taking the time to share with us what is important to you!