

HEALTH INFORMATION

FOR THE

ELDERLY AND THEIR CAREGIVERS

**LEGAL & FINANCIAL  
RESOURCES**

2009

Brought to you by:

the South Central Library System through a 2009 LSTA Grant

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# Review First Workshop:

HEALTH INFORMATION

FOR THE

ELDERLY AND THEIR  
CAREGIVERS

**April 2009**

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the South Central Library System through a 2009 LSTA Grant

# Workshop Agenda

- Introductions
- Overview of Topics and Issues
- Identify Online Information Resources
- Identify Print and AV Resources
- Identify Contacts and Regional/Local Support
- Q &A and Wrap Up

# A Closer Look at...

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- ❑ Medicare
- ❑ Social Security
- ❑ Health Care Advance Directives
- ❑ Medical Informed Consent
- ❑ Comparison and Location Tools
- ❑ Online Books and Videos
- ❑ Services and Support
- ❑ Most Resources are FREE



# Disclaimers...

- Resources discussed here are ONLY selections. It is NOT an exhaustive collection.
- The information presented here is only for reference and not intended to provide legal or medical advice, counsel or interpretation of any displayed or linked content.
- Inclusion of information is not necessarily an endorsement of the website, the organization or the content.
- Since digital information changes rapidly, care must be taken to validate information at any given time for any resource.



# WATCH

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when providing information to  
your patrons!

- ❑ Do NOT interpret info
- ❑ Do NOT provide medical, legal or financial advice
- ❑ Refer only to trusted resources
- ❑ Promote critical evaluation
- ❑ Avoid outdated materials
- ❑ Consider language needs
- ❑ Consider literacy levels
- ❑ Consider access issues



# Get

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[For Citizens](#)

[For Businesses and Nonprofits](#)

[For Government Employees](#)

[E](#) **By Organization**

[A-Z Agency Index](#)

[Federal Government](#)

[State Government](#)

[Local Government](#)

[Tribal Government](#)

[E](#) **Contact Government**

[Online Services](#)

[Frequently Asked Questions](#)

[E-mail](#)

[Web Chat](#)

[Phone](#)

[In Person](#)

[Forms](#)

**By Topic**

[Benefits and Grants](#)

[Home](#) > [Citizens](#) > [Seniors](#) > End-of-Life Issues

## End-of-Life Issues

Official information and services from the U.S. government

[E-mail me when this page is updated](#)

- [Caregivers' Resources](#)
- [Coping with Loss](#)
- [Estate Planning and Wills](#)
- [Funerals – A Consumer Guide](#)
- [Hospice Care](#)
- [Hospice Locator](#)
- [Living Wills and Advance Directives](#)

# Medicare - What is it?

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- Medicare and Medicaid programs were signed into law July 30, 1965 by LBJ
- Nation's largest health insurance program
- For people age 65 or older and some disabled people under age 65
- Covers nearly 40 million people
- Administered by the Centers for Medicare & Medicaid Services (CMS)

HHS.gov

<http://www.medicare.gov/>



*Medicare*

The Official U.S. Government Site for People with Medicare

# Medicare/Insurance Information - Federal

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- [Medicare Home Page](#)
- [How does Medicare coverage work?](#)
- [Medicare Eligibility Tool](#)
- [Medicare Drug Coverage](#)
- [Medicare Online Forms](#)
- [Caregiver Information](#)
- [Long-Term Care](#)
- [Glossary - Definitions](#)



*Medicare*

The Official U.S. Government Site for People with Medicare

# Medicare/Insurance Information - State

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- [Office of the Commissioner of Insurance Website](#)
  - [Senior Issues](#) (Medicare, Part D, Advantage)
  - [Senior Issues – Medicare](#)
  - [Commonly Used Acronyms](#)
  - [Wisconsin Guide to Health Insurance for People with Medicare 2009](#)
  - [Consumer Publications \(Health\)](#)
  - [Wisconsin Insurance News](#) (Read and Subscribe)
  - [Contacts](#)
- [Consumer Guide to Health Care – Medicare](#)
- [Medicare/Medicaid – WI Law Library Website](#)
- [Wisconsin - Medicare – Kaiser State Health Facts](#)
- [WI Caregiver Misconduct Registry](#)

# Medicare — Sample Publications

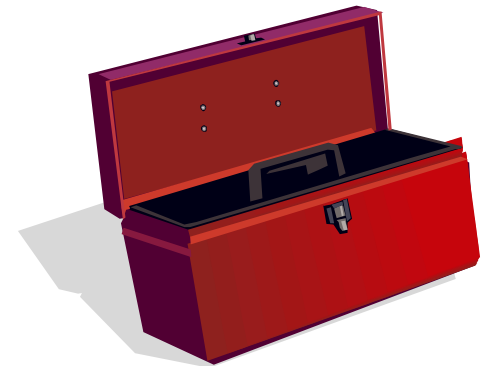
12

- [Search for Publications](#)
- [Medicare and You Booklet](#) (PDF; English & Spanish)
- [Guide to Choosing a Nursing Home](#) (PDF; English & Spanish)
- [12 Things You Should Know Before Signing Up for Medicare Part D](#) — WI
- [Medicare Advantage Plans in WI](#)
- [Medicare Supplement Insurance Approved Policies](#) — WI
- [Medicare Preventive Services Toolkit](#) — Women in Gov

# Medicare – Finding Tools

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- [Find Participating Physicians](#) in your area
- [Compare Home Health Care Agencies](#) in your area
- [Find Helpful Contacts](#) in your area
- [Compare Nursing Homes](#) in your area
- [Compare Hospitals](#) in your area
- [WI Elderly Benefit Specialists](#) by County
- [Eldercare Locator](#) - DHHS
- [Area Agency on Aging](#) — Contacts for WI
- [Area Agency on Aging](#) — Dane County



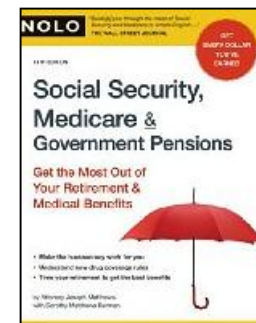
# Medicare – Books & AV

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Consider whether books are even the best choice.

Print is quickly outdated by rapidly changing information!

- Medicare Part D — NOLO Press Online
- Centers for Medicare/Medicare Services (CMS)  
– Training Library
- What is Medicare? - Humana Video



# Social Security – What is it?

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- Social Security Act signed into law by on August 14, 1935
- Created social insurance program to pay retired workers age 65 or older a continuing income after retirement
- Currently about 50 million people receive benefits
- Act has seen many changes and amendments
- [Historical Background and Development of Social Security](#)

<http://www.ssa.gov/history/briefhistory3.html>

# Social Security



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- [Wisconsin Social Security Offices](#)
- [Social Security Online](#) — Calculators
- [Publications Online](#)
- [Common Social Security Forms Online](#)
- [Request a Speaker](#)

# Advance Health Care Directives – What are they?

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- Specify health care actions to be taken for people who are no longer able to make decisions due to illness or incapacity
- Power of Attorney for Health Care/Living Will
- Consumer Toolkit for Health Care Advance Planning ABA
- Making Medical Decisions for Someone Else – ABA

# Advance Health Care Directives

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- ❑ [Advance Directives](#) — Wisconsin DHS
- ❑ [Advance Medical Directives](#) — UW Health
- ❑ [Advance Directives, Part 1](#) (video, Almost Home Film)
- ❑ [Advance Directives, Part 2](#) (video, Almost Home Film)
- ❑ [Advance Directives](#) (MedlinePlus)
- ❑ [End-of-Life Health Care Decisions](#) — WI State Bar
- ❑ [Coalition of Wisconsin Aging Groups](#) — Guardianship Support Center

# Informed Consent – What is it?

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- A process of communication between a patient and physician that results in the patient's authorization or agreement to undergo a specific medical intervention
- Physician providing or performing the treatment and/or procedure should disclose and discuss with your patient

Includes:

- Patient's diagnosis, if known
- Nature and purpose of a proposed treatment or procedure
- Risks and benefits of a proposed treatment or procedure
- Alternatives (regardless of their cost or the extent to which the treatment options are covered by health insurance)
- Risks/benefits of the alternative treatment or procedure
- Risks/benefits of not receiving or undergoing a treatment or procedure.

# Informed Consent - more

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- [Patient Physician Relationship Topics](#) — AMA
- [Informed Consent FAQ](#) — HHS
- [Informed Consent Form Examples](#) — Samford Uni
- [Informed Consent WI](#) — DHS
- [Informed Consent WI for Medications](#) - DHS



# Veterans Health

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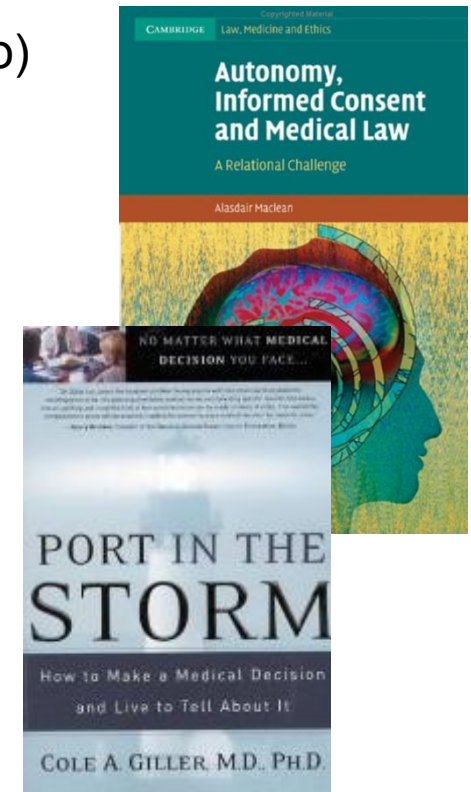
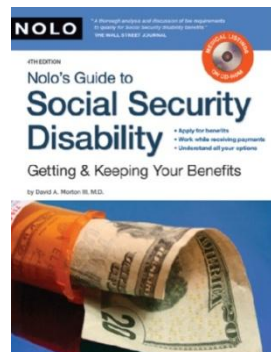
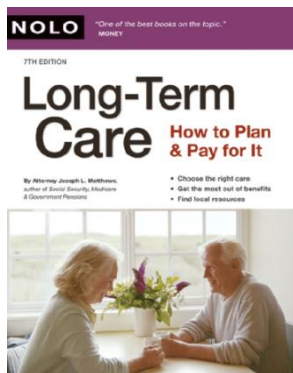
★ 9.3 million veterans are 65 and older (2007)

- [Dane County Veterans Service Office](#)
- [Wisconsin Veterans Service Offices](#) (All Counties)
- [Wisconsin Department of Veterans Affairs](#)
- [Disabled Veterans of America](#)
- [National Resource Directory](#)
- [Mental Health Home](#)
- [Veterans Eligible to Enroll in Medicare](#)
- [Veterans and Military Health](#) - MedlinePlus

# Books and AV...

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- Power of Attorney - NOLO Press Online
- Wills & Trusts & Estate Planning — NOLO Press Online
- Advance Directives, Parts 1&2 (video)
- Almost Home Documentary Film
- Social Security Videos
- Wisconsin Caregiver Program (video)



# Services and Support

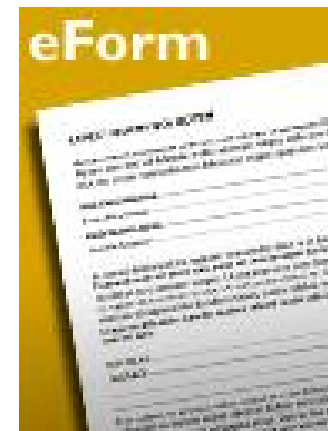
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- [Coalition of Wisconsin Aging Groups \(CWAG\)](#)
- [Center for Patient Partnerships](#) — UW-Madison
- [Find Social Security Office](#) near you
- [Social Security Card and Number Issues](#)
- [Replace lost Medicare card](#)
- [AARP Wisconsin Local Resources](#)

# Forms

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- [E-Form: Elder Care Agreement](#)
- [Medicare Forms Online](#)
- [Social Security Forms Online](#)
- [WI State Bar Forms Online](#)
- [WI Court System Forms Online](#)
- [VA Forms Online](#)



# Additional Information- State

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- [BadgerCare+](#) (check limitations)
- [ACCESS Wisconsin](#)
- [ForwardHealth Wisconsin](#)
- [Health Insurance Status](#) – Wisconsin DHS
- [Wisconsin Dept of Employee Trust Funds](#)
- [Law and Aging Resource Guide](#) — Find Legal Help in

Your State

# Additional Websites

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- [BenefitsCheckUp](#) A search tool developed by the National Council on Aging to determine eligibility for 1,300 benefit programs that help pay for medications, health care, utilities and so forth.
- [National Academy of Elder Law Attorneys](#) Search by location for members of the association. Provides questions to ask lawyers about qualifications and areas of expertise, and a wide-ranging resource list for the elderly.
- [National Association of Insurance Commissioners](#) Free fact sheets and shoppers' guides for long-term care insurance, annuities and Medigap policies.
- [Insurance Information Institute](#)
- [Reverse.org](#) A consumer's guide to reverse mortgages from a non-profit with no ties to the industry. Links to the AARP's calculator for choosing such policies.
- [ReverseMortgage.org](#) Similar calculator and search tool to find local lenders, with links to their Web sites.
- [Nolo](#) Do-it-yourself legal advice. Wills, powers of attorney and other documents.
- [U.S. Living Will Registry](#) Free state-by-state forms.
- [American Bar Association Aging Tool Kit](#) Offers a 10-step process for making end-of-life decisions with worksheets, suggestions and links.

**From: [Caring for the Elderly](#), [NYTimes Online – Health](#), by JANE GROSS  
[http://www.nytimes.com/ref/health/noa\\_resources.html](http://www.nytimes.com/ref/health/noa_resources.html)**



# Medical Terminology

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- [MedlinePlus Medical Dictionary Online](#)
- [Deciphering MedSpeak](#) — Medical Library Association
- [Medical Shorthand Solved](#) — Medical Library Association
- [Stedman's Medical Dictionary Online](#)
- [Merck Manual – Pronunciations](#)
- [Understanding Medical Words Tutorial](#) MedlinePlus

# Patron Asks...

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A patron comes into the library and explains to you that her health care provider has suggested she draw up appropriate paperwork because she has a terminal illness and she has been told her time may be short. She wants to make sure she has everything in place before her health deteriorates. She is no longer sure of the terminology her doctor used or the exact documents she needs.

What would you do? Which resource(s) would you recommend?

# When in doubt, refer to:

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- State and federal agencies and their official Websites
- [Coalition of Wisconsin Aging Groups](#)
- Health care professionals
- [WI State Law Library](#)
- Local health care orgs & non-profits
- National organizations and their official Websites
- [Center for Patient Partnerships](#) – UW-Madison
- [Ebling Library, UW-Madison](#)

# WATCH

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# Caregiving Toolkit

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**Librarians are first responders for information!**

What's in your caregiving toolkit?

Visit the ElderCare Delicious account for more Web links:  
<http://delicious.com/ElderCaring>





# Sessions Coming Up:

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- Aug. 18 at 10 a.m. – [Drug/Medication Information Resources for the Elderly and Their Caregivers](#)
- Sept. 30 at 1:30 p.m. – [Finding Local/Regional Resources for the Elderly and Their Caregivers](#)
- Oct. 29 at 10 a.m. – [Your Library and Health Information for the Elderly and Their Caregivers](#)

These workshops are made possible by an LSTA grant, which is made available through the Institute of Museum and Library Services (IMLS), which is the primary source of federal support for the nation's 122,000 libraries and 17,500 museums. The Institute's mission is to create strong libraries and museums that connect people to information and ideas.

# Share your stories?

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- ★ We are collecting your library success stories!
- ★ Please share your experiences working with the elderly and/or their caregivers.
- ★ Help us build a repository of stories. The October 29 session will focus on some of these.

# Acknowledgements:

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- ▣ Margery Katz, MA, JD, Librarian, ETF
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- Watch for the evaluation coming your way.

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