



**International Brotherhood of Electrical Workers**  
**Local 292**

**Minneapolis & St. Cloud, MN**

Mpls 612-379-1292 or 800-337-8310 St. Cloud 320-253-1292



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*A Special Health & Medical Resource for  
Members, Retirees and Dependents*



**Labor Management  
Health Care Coalition  
of the Upper Midwest**



**Health Systems  
Management, Inc.**

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## *This Booklet is for Local IBEW 292*

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This booklet describes a resource. The purpose of this resource is to assist members, retirees and their families receive the information they need. Most people use this resource to help them identify and access medical providers and services that can help assure a more optimal outcome when faced with a serious medical condition. This condition may be acute (happen suddenly) or chronic. (e.g., diabetes or lung problems).



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### *Completely Voluntary*

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Use of this resource is totally voluntary and confidential. You can choose to use the resource at any time. The following provides some examples where you might want to use this resource.

- When you or someone in your immediate family has a serious medical condition. For example: If there is a possibility that your heart, kidneys, liver, or lungs might fail. You want more information about the condition and what causes it.
- Perhaps you (or a family member) were recently told by a doctor that you have cancer.
- Possibly you have not been treated for your condition and you want to find out what treatments are available that might benefit.

- You are concerned that your doctor or hospital may not be experienced in treating your condition or you want to find out who is the most experienced doctor or hospital.
- You are a diabetic and have difficulty controlling your diabetes with medication. Perhaps you have kidney or eye problems that are related to your diabetes. What resources are available to help?

The very best time to use this resource is immediately after your doctor first reports that you have a serious illness that demands treatment.

If you suspect you are having a heart attack or some other acute life threatening medical problem, you should call 911 immediately or get to the nearest hospital emergency room!

## *How This Resource Can Help*

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If you or someone in your family has a serious medical condition this resource can help you identify medical experts who can assist in the following ways.

- Help you make sure the diagnosis is correct.

For example: Up to 40 percent of cancer patients have their diagnosis and/or treatment changed when their cases are reviewed by National Cancer Institute-designated comprehensive cancer centers.

- Help you in identifying doctors and hospitals that are renown for their skill in treating your specific condition.

For example: At some sophisticated centers, more than 50 percent of patients referred for heart transplants, are treated medically. They don't need a transplant; they just need different medicine.

- Help you access the most experienced surgical programs and teams for your condition.

Patients treated by the most experienced teams usually have better than expected outcomes; these better outcomes are not a matter of chance -- they reflect higher quality patient management gained by experience.

- Provide information about possible treatments that could potentially benefit.

Patients are unique and what one patient decides is "right" for him or her may not be the best treatment

for someone else — even when both individuals suffer from the same condition.)

- Help you or your family access medical facilities that are experienced in providing the most up-to-date effective treatment for your condition.

Often patients don't get the most up to date treatment; this happens more frequently than most people would think. For example: One US Government-funded study found that 37 percent of patients with breast cancer, 20 percent of patients with Hodgkin's disease, 25 percent with lung cancer, and 60 percent with rectal cancer did not receive the best possible treatment.

- Provide you with educational material about your condition and possible treatments.
- Provide personal support and advocacy services for patients and their families.

Sometimes patients have to travel to receive the care that is most appropriate for them. Many people feel they need help in a strange city or at a new medical center. This resource can help you find places to stay. For some conditions, money is available through various organizations to help with travel or travel expenses.

- Assistance with medical referrals.

It is difficult for many people to ask their doctor for a referral to a different doctor or medical center. Some patients are too embarrassed to make such a request. Others even hesitate to ask questions about their treatment because they think it will upset their doctor. We can help you with these types of problems.



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### *Completely Voluntary and Confidential*

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Use of this resource is totally voluntary and confidential. No one will know that you used this resource unless you tell them or provide us with explicit written directions and consent.

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### *What to do*

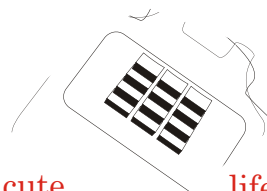
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#### More Questions or Concerns?

If you or a family member are confronted with serious illness and **you have questions or need help, call this toll free number -**

**(877) 961 1120**

If you are heart other acute medical problem, you should call 911 immediately or get to the nearest hospital emergency room!



Health Systems Management, Inc.

Information Resources

Personalized Supporting Services

Patient Advocacy

Toll Free Telephone: (877) 961 1120

Fax: (251) 961 3151

Email: [hsminc@gulftel.com](mailto:hsminc@gulftel.com)

Website: <http://www.hsminc.net>

