

# Caregiver Assistance News

“CARING FOR YOU... CARING FOR OTHERS”

## Communication & Confidentiality

Most likely, you have been exposed to some of the concepts of HIPAA (Health Insurance Portability and Accountability Act) at some point in recent years. Perhaps you have been asked to sign a HIPAA form when you arrived at a doctor's office or emergency room, or signed into a hospital as a patient. What is HIPAA all about?

Although ethical health care facilities and providers have always practiced confidentiality when it comes to patient matters, HIPAA mandates by law *how* this must be done. The Health Insurance Portability and Accountability Act of 1996, like many laws, contains many items. Our concern here is the “privacy rule.”

Implemented in 2003, HIPAA is both federal law and a national standard for the health care industry. It spells out certain *rights* for individual patients of all ages. **It also penalizes and fines health care providers and facilities that do not follow the rules outlined by HIPAA.** Under HIPAA, patients can find out *how* their information is being used and *who* it is being shared with. Patients can establish a time limit on the release of this information. In addition, the law specifies a patient's right to examine and obtain his records in a timely fashion. This applies whether the patient record is paper or on a computer. Additionally, the law



provides for individuals to dispute errors in their health care records, and to file complaints if they believe their privacy has been violated.

### The Privacy Rule

There are limits to the information that can be shared under the HIPAA privacy law. If the health care provider “deems” it in the patient's best interest or believes the release of certain information would endanger or harm the patient, it may be withheld in some cases. Health care providers and organizations are allowed to require that patients make requests in writing. Psychiatric care notes, information gathered for use in legal proceedings, and certain laboratory information (such as HIV status) can be withheld. Certain information collected in research studies can also be withheld. Information and records can also be withheld if the health care provider cannot verify the identity of the person

Article continues  
on page 2

## Continued from page 1

requesting the information or their *legal right* to that information.

Most physician offices have developed a style that works for their patients and follows the HIPAA privacy rules. Many have a HIPAA form that asks a few questions of the patient regarding his *privacy wishes*. These often include key questions such as:

- Are the physician and office staff allowed to speak with someone else on the patient's behalf? If so, to whom?
- Does the patient want to grant permission for messages to be left on a telephone voice machine?
- Does the patient want to be contacted at any other number (such as a work or cell phone number)?

Privacy rules apply to the relationship between a health care provider/ facility/ organization and the patient. But what if you are caring for someone who is confused, incapacitated, or mentally unable to take care of his affairs? This is where HIPAA can become very tricky for caregivers. **Privacy rules also generally require that persons who are legally authorized to act on behalf of an individual regarding health care matters be granted the same rights to access of information.** However, the rule defers to state law to determine *when* a person has the *legal authority* to act on behalf of another in matters related to health care. Parental rights in the case of children or health care powers of attorney are two examples of state-recognized authority.

Source: [www.HHS.gov](http://www.HHS.gov)

## **Professional Caregivers and Confidentiality**

What if you are a paid caregiver? Sometimes you are the one who spends the most time with the patient, but you most likely do **not** have legally recognized authority to act on behalf of the one in your care.

Whether you are a paid caregiver or a family member caring for a loved one, some points to discuss about the privacy laws with the person in your care:

- ✓ What does he want your role to be? Does he want you to be involved directly in his health care visits or have you listed as someone the provider can speak to on his behalf?  
Or, does he prefer that his health care visits remain private, just between him and his health care provider or between the provider and another person or family member?
- ✓ If the person in your care is confused or unable to make decisions for himself, who is considered “next of kin?” Do they have legal authority to act for the patient? If so, speak with them about any concerns you have.
- ✓ Know who holds the state-recognized authority, such as *health care power of attorney*, for the one in your care. **This can be very important, especially in emergencies.**

## Taking Care of Yourself— Alzheimer's Disease Effects on the Family

Alzheimer's disease affects not only the person with the illness, but the rest of the family as well. The family may need to reorganize and to create a care plan that will support all its members while coping with feelings of sadness, loss, and the fear of change. Plans that have been made and looked forward to may need to be changed or given up. New roles and skills may need to be developed. The symptoms can put a strain on relationships.



Family members responsible for the care of the person with Alzheimer's can become depressed. Young children can be frightened by the symptoms of Grandma or Grandpa. Tensions can develop about who will provide care, and what kind of care to provide. Therefore, family members should find information, counseling, and support.

**NOTE** Professional caregivers must follow the guidelines of their agency when reporting in the *Plan of Care*.

### Inspiration

*Take responsibility for the energy you bring into this space.*

~ Dr. Jill Bolte Taylor

## Live Life Laughing!

I always read stuff that will make me look good if I die in the middle of it.



## Memory Care

Alzheimer's care needs change over time. There are a few principles to always keep in mind:

- ♥ The heart of care is the **relationship** between the caregiver and the care receiver.
- ♥ Focus on the effort the ill person makes, and not the result.
- ♥ Maintain the dignity and self-esteem of the person in your care.

Caregiving in  
The Comfort of Home®

**Our Purpose**

To provide caregivers with critical information enabling them to do their job with confidence, pride, and competence.

**Ordering Info**

From the publishers of

Caregiving in  
The Comfort of Home®

Caregiver Series

available from...

CareTrust Publications LLC  
PO Box 10283, Portland, OR 97296  
800-565-1533  
or [www.comfortofhome.com](http://www.comfortofhome.com)

Comments and suggestions welcome.

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## **SAFETY TIPS—Preparing for Alzheimer's Care**

Alzheimer's disease (AD) typically occurs in older adults. However, it may occur before age 65, in which case it is called "early onset." When it occurs in younger adults, the progression of the disease is often faster. The fact that it can sometimes occur in a younger adult makes it clear that AD is a disease, and not a necessary consequence of aging.

Sometimes fear of finding out the truth about their memory problems stops people from seeking a doctor's opinion (diagnosis), but a thorough check-up may identify a *treatable* condition. Even if the diagnosis confirms the presence of an illness that causes irreversible dementia, it may still be a relief to everyone concerned to finally learn the cause of the problem.

The advantage of getting an early diagnosis is the person with AD will be able to participate in making plans for the future.

If you know what symptoms are likely to appear at each stage of the illness, you will be able to prepare for the best way to handle them, making the most of the person's remaining abilities.

# Caregiver Assistance News

“ C A R I N G F O R Y O U ... C A R I N G F O R O T H E R S ”

## Q U I C K Q U I Z

Whether you are a paid caregiver, a family caregiver or a patient, HIPAA rules affect you. Read the issue and answer True or False to the questions below to test your knowledge.

1. Health care providers can leave detailed messages on voice mail, cell phones, or home phones *without asking* the patient’s permission.  
T F
2. HIPAA refers to a federal law.  
T F
3. HIPAA includes privacy and confidentiality of medical information.  
T F
4. HIPAA only protects the privacy of children.  
T F
5. Privacy rules apply to the spoken and written word, as well as to computerized records.  
T F
6. Information and records can be withheld if the health care provider cannot verify the identity of the person requesting the information or their legal right to that information.  
T F
7. Privacy rules include the provision for individuals to request a copy of *their* records.  
T F
8. Health care providers can be fined for breaches of the HIPAA law.  
T F
9. As a caregiver, it is always best to discuss the wishes of the one in your care regarding his or her preferences for sharing of health information.  
T F
10. As a family member, you would automatically have rights to another family member’s health information.  
T F

Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

# MARCH 2018 EVENTS

*You are not alone ... Please join us at one of the following sessions*

## ~ Family Caregiver Support Groups ~

### ALZHEIMER'S & GENERAL SUPPORT GROUPS

- WHEN:** TUESDAY, MARCH 6TH  
**TIME:** 6:00 p.m.  
**WHERE:** Y.W.C.A.  
**ADDR.:** 4601 Corona Drive, Corpus Christi  
**PHONE:** (361) 883-3935
- WHEN:** Wednesday, MARCH 7TH  
**TIME:** 10:00 a.m.  
**WHERE:** SCC River Ridge Nursing Rehab Center  
**ADDR.:** 3922 West River Dr. (Off FM 624), Corpus Christi  
**PHONE:** (361) 767-2000
- WHEN:** Tuesday, MARCH 13TH  
**TIME:** 6:00 P.M.  
**WHERE:** Woodridge Nursing & Rehab Center  
**ADDR.:** 600 So. Hillside Drive, Beeville  
**PHONE:** (361) 358-8880
- WHEN:** THURSDAY, MARCH 8TH  
**TIME:** 3:00 p.m.  
**WHERE:** Mirador Plaza (back side of facility)  
**ADDR.:** 5857 Timbergate Drive, Corpus Christi  
**PHONE:** (361) 883-3935
- WHEN:** WEDNESDAY, MARCH 14TH  
**TIME:** 12:00 p.m.  
**WHERE:** Lindale Center/Caregiver SOS  
**ADDR.:** 3133 Swantner St., Corpus Christi  
**PHONE:** (361) 826-2343
- WHEN:** THURSDAY, MARCH 15TH  
**TIME:** 10:30 a.m.  
**WHERE:** Ed & Hazel Richmond Public Library  
**ADDR.:** 110 N. Lamont Street, Aransas Pass  
**PHONE:** (361) 883-3935
- WHEN:** TUESDAY, MARCH 20TH  
**TIME:** 9:30 a.m.  
**WHERE:** Brookdale (Formerly Homewood Residence)  
**ADDR.:** 6410 Meadow Vista, Corpus Christi  
**PHONE:** (361) 980-0208 **FACILITATOR:**Anita Valles
- WHEN:** Thursday, March 22nd  
**TIME:** 4:30 p.m.  
**WHERE:** Kleberg County Nursing & Rehab.  
**ADDR.:** 316 General Cavazos Blvd., Kingsville  
**PHONE:** (361) 883-3935
- WHEN:** TUESDAY, March 27th  
**TIME:** 4:00 p.m.  
**WHERE:** Alice Public Library  
**ADDR.:** 401 E. Third Street, Alice  
**PHONE:** (361) 883-3935

### GRANDPARENTS AND OTHER RELATIVES RAISING CHILDREN - GRRC

- WHEN:** TUESDAY, MARCH 27TH  
**TIME:** 10:00 — 11:00 a.m.  
**WHERE:** Greenwood Senior Center  
**ADDR.:** 4040 Greenwood Drive, Corpus Christi  
**PHONE:** (361) 883-3935
- WHAT:** (\*) EVENING SUPPORT GROUP  
**WHEN:** Thursday, MARCH 29th  
**TIME:** 6:00 p.m. — 7:00 p.m.  
**WHERE:** First United Methodist Church  
**ADDR.:** 900 South Shoreline Blvd., Corpus Christi  
2nd floor—Rm #216 / parking & entrance behind church  
**PHONE:** (361) 334-2255
- FACILITATED/PRESENTED BY:** MCH FAMILY OUTREACH  
**(\*) Please call if you will bring your grandchild(ren)**  
**CLASSES FOR ALL AGES**

For additional information contact:

**FELIPA LOPEZ WILMOT**

*Family Caregiver Program Specialist*

Office: (361) 883-3935 ext - 5153

email: felipa@cbcogaaa.org

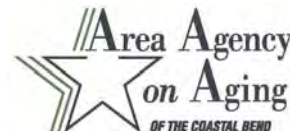
~ OR ~

**SALLY EDSILL**

*NFCSP Administrative Assistant*

Office: (361) 883-3935 ext - 5156

email: sally@cbcogaaa.org



Facilitations are provided by:  
**THE NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM**  
a program of  
Texas Health and Human Services



TELECONNECTION

www.caregiverteleconnection.org



# Free Telephone Learning Sessions

Call. Learn. Share.

Date	Time	Topic
Thursday, March 1st	2:00 pm Eastern 1:00 pm Central 12:00 pm Mountain 11:00 am Pacific	<b>Caregiver Burnout with James Huysman, PsyD, LCSW.</b> A caregiver's self-care is just as important as the care provided to another. When we don't take care of ourselves, we diminish our quality of life. Burnout, depression, and compassion fatigue are the result of ignoring our own needs and wants. In this session, Dr. Jamie will identify the red flags and feelings to watch for, specify action steps for continued self-care, and empower you to create your own plan to Take Your Oxygen First!
Thursday, March 8th	1:00 pm Eastern 12:00 pm Central 11:00 am Mountain 10:00 am Pacific	<b>Lucy Barylak, MSW as "Dear Lucy"</b> Caregivers will have the opportunity to call in and ask questions, make comments and express yourself regarding the issues you face as a caregiver. <b>You can submit your questions or comments by e-mail or phone.</b>
Monday, March 12th	1:00 pm Eastern 12:00 pm Central 11:00 am Mountain 10:00 am Pacific	<b>Mental Health &amp; Aging: What Caregivers Need to Know with J Dan Bruce</b> Learn about how to ensure that the most appropriate medical professionals are consulted and remain involved to diagnose symptoms as being "Normal aging," dementia, or depression and anxiety. What are common medications used, correctly and incorrectly? Learn from an expert who works with families in their homes who has experience in many settings. <b>***Sponsored by the North Central Texas Caregiver Teleconnection***</b>
Thursday, March 22nd	1:00 pm Eastern 12:00 pm Central 11:00 am Mountain 10:00 am Pacific	<b>Lucy Barylak, MSW as "Dear Lucy"</b> Caregivers will have the opportunity to call in and ask questions, make comments and express yourself regarding the issues you face as a caregiver. <b>You can submit your questions or comments by e-mail or phone.</b>
Tuesday, March 27th	12:00 pm Eastern 11:00 am Central 10:00 am Mountain 9:00 am Pacific	<b>An Introduction to Lewy Body Dementia with Angela Taylor, Director of Programs</b> Lewey Body Dementia affects an estimated 1.4 million individuals and their families here in the U.S. Angela Taylor will be providing an introduction to Lewy body dementia, including its symptoms and how it differs from Alzheimer's disease and Parkinson's disease. She will also share what she views as her 4 pillars of LBD caregiving, based on her personal experience as a caregiver for her father who had LBD.



A program of the WellMed Charitable Foundation

Register online at [www.caregiverteleconnection.org](http://www.caregiverteleconnection.org) or call 866.390.6491 Toll Free

\*\*\*Registration required at least 24 hours in advance\*\*\*

# FREE Virtual Dementia Tour<sup>®</sup>

**Wednesday, March 7, 2018**  
**1:00 p.m. – 4:00 p.m.**

The Plaza at Mirador  
5857 Timbergate Drive  
Corpus Christi, TX 78414



**Space is limited.**  
**To register, call (361) 651-1103.**

The Area Agency on Aging of the Coastal Bend and Disability Resource Center in partnership with The Plaza at Mirador has scheduled a FREE Virtual Dementia Tour for the community.

The Virtual Dementia Tour (VDT) is a scientifically proven method designed to build sensitivity and awareness in individuals caring for those with dementia. This “dementia simulation tool” was created to guide anyone in understanding the condition. The tour will help both families and professional caregivers to better understand the physical and mental challenges facing those who suffer from dementia.

**Call to reserve your time for this innovative hands-on dementia experience.**

For additional information contact Felipa Lopez Wilmot, Family Caregiver Program Specialist  
Office: (361) 883-3935 ext.5153 • Toll Free: 1-800-252-9240 • e-mail: felipa@cbcoaaa.org

*The Area Agency on Aging is funded in part by the Texas Health and Human Services.*





# STRESS-BUSTING PROGRAM FOR FAMILY CAREGIVERS



*DO YOU PROVIDE CARE FOR A LOVED ONE WITH DEMENTIA?  
If so, this FREE program is for YOU!*

## PROGRAM FOR:

Family caregivers caring for a loved one with dementia

## PROGRAM COMMITMENT:

- 9 week program
- 90 minute weekly session
- Group of up to 8 family caregivers
- Confidential & Supportive
- Trained & Caring Facilitators

**All Materials Are Provided**

## **YOU ARE NOT ALONE**

- We recognize that caregiving can be very stressful
- This FREE program will teach and enhance:
  - ✓ **STRESS MANAGEMENT TECHNIQUES**
  - ✓ **RELAXATION AND COPING STRATEGIES**
- These basic skills can reduce daily stress in your life

This Stress-Busting Program is

Distributed by: **WELLMED Charitable Foundation**

~ AND ~

Developed by: **UT Health Science Center - San Antonio**

**1<sup>st</sup> Session Begins: MONDAY, MARCH 5, 2018**

**Time: 3:00 p.m. ~ 4:30 p.m.**

**Where: Caregiver SOS/Lindale Senior Center 3135 Swantner C.C. TX.**

**CALL 361-232-5156 to RESERVE YOUR SPACE**

**FOR ADDITIONAL INFORMATION:**

**(361) 883-3935 or 1-800-252-9240**

**FELIPA LOPEZ WILMOT ~ FAMILY CAREGIVER SPECIALIST**

ext - 5153 OR [felipa@cbcogaaa.org](mailto:felipa@cbcogaaa.org)

**SALLY EDSILL ~ ASSISTANT**

ext - 5156 OR [sally@cbcogaaa.org](mailto:sally@cbcogaaa.org)

# CARE PROVIDER TRAINING

A facilitation provided by:  
*The National Family Caregiver Support Program*  
a program of the:



~ **SAVE-THE-DATE** ~

WHEN: WED., **April 11, 2018**

TIME: 9:00 a.m. to 5:00 p.m.

WHERE: **AREA AGENCY ON AGING**

ADDRESS: **2910 LEOPARD ST., CORPUS CHRISTI**

**!! FREE 8 HOUR TRAINING !!**

LEARN TO PROVIDE PERSONAL CARE TO SENIORS AND PERSONS WITH PHYSICAL DISABILITIES TO ENHANCE AND PROMOTE THE "QUALITY OF CARE IN THE HOME".

## ***MODULE TOPICS:***



- ◆ Roles & Responsibilities of a Care Provider
- ◆ Assisting with Personal Care
- ◆ How to Help Someone who uses Adaptive Aide(s)
- ◆ Caring for Someone with Early to Mid Stage Alzheimer's
- ◆ Caring for Someone with Mid to Late Stage Alzheimer's
- ◆ Community Resources

\* Seating is limited; call to reserve your space \* Certificate of completion will be awarded at end of class \*

For additional information contact:

~ **FELIPA LOPEZ WILMOT** ~

*Family Caregiver Program Specialist*

Office: (361) 883-3935 ext - 5153

Toll Free: 1-800-252-9240

email: felipa@cbcogaaa.org

**OR**

~ **SALLY EDSILL** ~

*NFCSP Administrative Assistant*

Office: (361) 883-3935 ext - 5156

Toll Free: 1-800-252-9240

email: nfcsp@cbcogaaa.org



*The Area Agency on Aging of the Coastal Bend  
is funded in part by the:  
Texas Health and Human Services*

*The Area Agency on Aging  
is a program of the:*



# Qualified Medicare Beneficiary (QMB) and MEDICARE: What you need to know

If you are among the 7 million Americans enrolled in the Qualified Medicare Beneficiary (QMB) Program, providers aren't allowed to bill you for medical services and items that Medicare covers. This means, you can't be billed for Medicare deductibles, coinsurance, and copayments. Here are 3 tips if you get a bill for these charges:

**1. Tell the provider or debt collector that you have QMB and can't be charged for Medicare deductibles.** Show your provider your Medicaid or QMB card every time you get medical services or items. If you already made payments on a bill for services and items Medicare covers, you have the right to a refund.

**2. If the medical provider won't stop billing you, call 1-800-Medicare.** TTY users can call 1-877-486-2048. The agent can confirm that you may have QMB. Medicare can also ask the provider to stop improper billing, and refund any incorrect payments.

**3. If you have a problem with debt collection,** you can send a complaint to the consumer financial protection bureau (CFPB) online or call CFPB toll free at (855)411-2372. CFPB will forward your complaint to the company and work to get you a response from them. Find out your rights when responding to a debt collector or learn how to dispute an error on your credit report.

Remember, being in QMB means that you don't pay Medicare deductibles, coinsurance, and copayments. If a provider asks you to pay, that's illegal.

If you or someone you know is a new Medicare Beneficiary, have questions regarding Medicare benefits, and/or want to know about Medicaid eligibility, call the **AREA AGENCY ON AGING/COASTAL BEND AGING & DISABILITY RESOURCE CENTER** to schedule an appointment with the **BENEFITS COUNSELOR**.

For more information contact

~ **LETICIA OCHOA** ~

Benefits Counselor

Office: 361-883-3935

Email: [letty@cbcogaaa.org](mailto:letty@cbcogaaa.org) or  
[sylvanna@cbcogaaa.org](mailto:sylvanna@cbcogaaa.org)

*The Benefits Counseling Service  
is a program of the:*



*The Area Agency on Aging  
is a program of the:*





# Protecting the rights of assisted living and nursing home residents.

Long-term care (LTC) ombudsmen are advocates for resident rights. They help protect the quality of life and quality of care of anybody who lives in a nursing home or an assisted living facility.

Ombudsmen can be volunteers or paid employees of agencies that are independent of any long-term care facility. Services are free, confidential and available statewide.



## What Does an LTC Ombudsman Do?

Some of the ways LTC ombudsmen help nursing home and assisted living residents include:

- Listening to residents and family members when they have concerns or issues.
- Telling residents about their rights.
- Protecting resident health, safety, welfare and rights.
- Helping families learn about nursing homes and how to pay for them.

Ombudsmen work to solve problems and make sure state regulations and laws protect residents.

## How Do I Become an LTC Ombudsman?

People who live in nursing homes and assisted living facilities may have little or no contact with the outside world. Many feel they lack control over their lives. A volunteer LTC ombudsman who visits regularly can be the highlight of a resident's day and ensure residents get good care.

If you have a passion for helping others, a caring spirit and a willingness to learn, we need you! Become an ombudsman and help improve the quality of life and care for residents in a facility near you. We provide training, tools and ongoing support.



*Funded in part by  
The Health and Human Services*

For additional information contact:

**CELENA FLORES**  
*Managing Local Ombudsman*

Office: (361)-232-5146  
email: [celena@cbcogaaa.org](mailto:celena@cbcogaaa.org)



# OMBUDSMAN:

A FUNNY-SOUNDING WORD FOR A VALUED VOLUNTEER.

Do you care about protecting the rights of older adults? The **Long-term Care Ombudsman Program** needs volunteers to serve as advocates for residents of nursing homes and assisted living facilities. Volunteer hours are flexible, and no prior experience is required.

## VOLUNTEERS NEEDED

- Visit residents at an assigned facility.
- Listen to and advocate for residents.
- Protect resident health, safety, welfare and rights.
- Respect resident confidentiality, choices and independence.
- Address concerns.

### TRAINING:

- Free 36-hour certification course
- Ongoing support and guidance
- Three month internship with hands-on training
- Continuing education

**Call to sign up: 800-252-2412**

1600442



### VOLUNTEER QUALIFICATIONS:

- At least 18 years old
- No conflicts of interest
- Complete certification training
- Have transportation

### FOR MORE INFORMATION:

**800-252-2412**

[ltc.ombudsman@dads.state.tx.us](mailto:ltc.ombudsman@dads.state.tx.us)

[www.dads.state.tx.us/news\\_info/ombudsman/](http://www.dads.state.tx.us/news_info/ombudsman/)

### CONTACT YOUR LOCAL OMBUDSMAN PROGRAM:

Area Agency on Aging  
Of the Coastal Bend  
2910 Leopard St.  
Corpus Christi, TX 78408  
361-883-3935

The Office of the State Long-term Care Ombudsman is independent within the Texas Health and Human Services system.