

# Perspective from a Person with Pain and Board-Certified Patient Advocate



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# **Perspective from a Person with Pain and Board-Certified Patient Advocate**



# **BCPA = Board Certified Patient Advocate**

- BCPA is a credential earned by those who have studied and passed the official certification exam to determine their abilities and fitness for serving patients and their families who need assistance with some portion of their journey through the healthcare system.
- If you see the BCPA initials after someone's name, they have earned this designation.
- The credential was developed by the Patient Advocate Certification Board (PACB). As of July 2020, there are 686 Board Certified Patient Advocates primarily located in the USA.



# Real World Examples From the Perspective of People With Pain

## GREAT THINGS HAPPENING

- Telemedicine Increased Access
- Improved care for rural population
- Mail delivery of prescriptions
- Ease of coordinating care and follow-up
- Home testing
- Increased email communication from Medicare, Medicaid & healthcare providers

## GREAT CHALLENGES ARISING

- Telemedicine creates a barrier for those without internet access.
- Restrictive prescription refill process
- Prescriptions not filled as written
- Durable Medical Equipment (DME) coverage and delivery
- Coverage/access to integrative therapies



- Keep and expand telemedicine options.
  - In-office tech support
  - Waiting time updates on the screen
  - Specialist access without travel
- Coordination and tracking of care from different providers within different systems.
- DME repair wait time decreased
- Prescriptions filled as written the first time
- Expanded access to integrative care options within the traditional care delivery models; clinic, ED, home healthcare.

# HOPES FOR THE FUTURE



# Recent Emergency Department Visit

- Medicare Recipient
- Person with Chronic Pain
- Doctor with Military Background

## THE CHALLENGE FOR THIS GROUP:

HOW DO WE MOVE TOWARD INTEGRATIVE INCLUSION AT ALL LEVELS OF CARE?