

# HEALTHCARE ADVOCACY STRATEGIES

Laws protect your right to use what you need to access healthcare under the Americans with Disabilities Act, Section 504 of the Rehabilitation Act and Section 1557 of the Affordable Care Act. Many of the strategies we recommend are reasonable accommodations for your disability and should be provided upon request.

## IF THIS HAPPENS.... YOU CAN:

Condescending communication

- Restate what you think the person meant

Convoluting communication

- Ask for clear, direct questions
- Restate what you think the person meant
- Ask for a written summary

Criminalizing communication

- Request time and space to self-soothe
- Ask to work with another person

## IF THIS HAPPENS.... YOU CAN:

Ignoring

- Prepare a list of concerns ahead of time
- Initiate communication directly
- State: "Please write in my chart that you refused my request today."

Invisibilizing

- Premade cards with strategies on how to make yourself visible

Inspiration porn

- Respond only to things related to the actual topic
- Have a sarcastic remark prepared
- Ask to work with another person

## GENERAL RECOMMENDATIONS

- Ask for a support person
- Request a written summary, to record the interaction, if needed in your state
- Take careful notes
- If accessible, send a message prior to your appointment to state concerns
- Schedule appointments, if possible, when most convenient for you
- Ask things to be explained a different way or ask questions if you do not understand
- Be prepared with personal care items, snacks, chargers and tools for regulation and communication in case of delays

