

# *Changing Lives through Health and Hope*

Reflections from our Member Advocate program

 **Regal Medical Group, INC.**

*An affiliate of the Heritage Provider Network*

# Regal Medical Group Members



Mary Hayes



Bud Hackbarth



Amada & Jorge  
Martinez



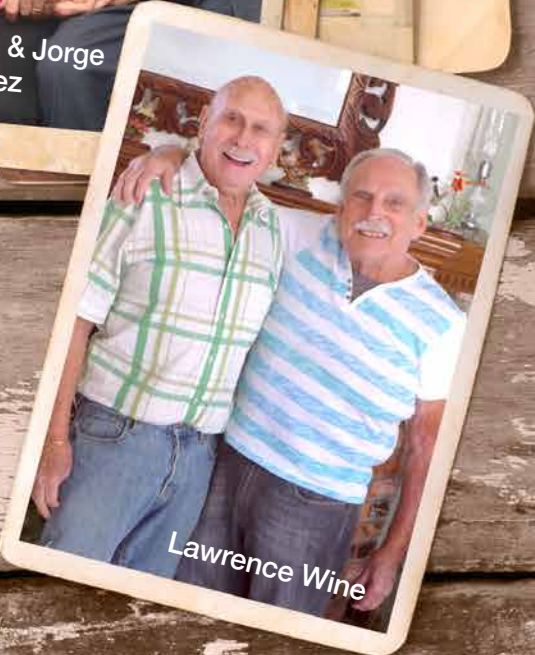
Mike Anderson



Landa McDonald



Carlota Venegas



Lawrence Wine

**This book illustrates the difference we can make in our members' lives when we are willing to reimagine what it means to deliver care. It contains just a small sampling of the words of appreciation and gifts our Member Advocates have received from those whose lives they have impacted.**

**The Member Advocate program partners our most vulnerable members with a non-clinical advocate who connects them with the social and medical support and services they need. Our Advocates are devoted to improving the life of every member they meet, and the difference they make is evident through the heartfelt thanks they receive.**

\*All notes and gifts were unsolicited



Birthday gifts for a Member Advocate from members

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**Jose and Martina, members**

**When Jose and Martina talk about the impact that the Member Advocate had on their family, their voices are filled with emotion.**

**Solely Spanish-speaking, they had no idea what to do when Jose started having medical issues. They didn't understand their medical insurance and had no contact with their doctor.**

**When a Spanish-speaking Member Advocate contacted them, their lives instantly changed.**

**“Life is good now,” Martina said. “Our stress is reduced and Jose is able to live comfortably. We go to our Advocate for everything and she is always able to help us. It's wonderful.”**



Mary Hayes, Regal Member



**“You have helped me with everything. You were great support and someone I learned a lot from. I have been sick for 11 years. Finally, I started working with you (Member Advocate) and my Case Manager, who have helped me with so much that I can’t ever be thankful enough.”**

- Mary Hayes, Regal Member

...for everything.

Por la paciencia y voluntad  
que tuvo para alludarme.  
Durante my enfermedad.  
Yo le estare eternamente  
agradecida.

Sinceramente,  
Lucy Escalante.

Hello Eddie,

I can't begin to thank you enough  
for all you have done to help my mother  
during her illness. Thank you the time  
you have invested in making sure she  
receives the best care possible.  
You went beyond required customer service  
and I appreciate your kindness.

God Bless You,  
Zuleika Sanchez

Thank you card from Regal Member and daughter

**“For the patience and will that you had to help me during my illness, I am eternally grateful.”**

– Lucy Escalante, Regal Member

**“I can’t begin to thank you enough for all you have done to help my mother during her illness. Thank you [for] the time you have invested in making sure she receives the best care possible. You went beyond required customer services and I appreciate your kindness. God Bless You.”**

– Zuleika Sanchez, Daughter of Regal Member



Flowers given to Member Advocate

**“The Member Advocate made me feel good inside.”**

- Regal Member

Dear Julietta,

1/14/16

Thank you for the time and kind assistance by the way to me, helping me with the educational part and everything I needed concerning Regal Medical Group benefits.

Thank you also for helping me get a different doctor, and for the cell phone. And thank you for the hug(s). You are so beautiful!

Have a wonderful year!

Love,  
Marie



Letter from Regal Member to Member Advocate

**“Thank you for the time and kind assistance you gave to me....  
Thank you for the hug(s). You are so beautiful.**

**Have a wonderful year.”**

Love, Marie 😊



Art made by Regal Member for  
Member Advocate



Scarf knitted by Regal Member for  
Member Advocate



**“The Member Advocate was very wonderful.... She was very informative and we really appreciated the visit.”**

- Card from Regal Member

*Thank You*

*Dear Regal,  
Just a note to say thank you!  
The member advocate who visited us  
was able to answer all of my questions  
and was very helpful in getting me  
the help I need*

*Thank you,  
Maitha S.*

Thank you letter to Member Advocate

**“Just a note to say thank you!**

**The Member Advocate who visited us was able to answer  
all of my questions and was very helpful in getting me  
the help I need. Thank You.”**

- Martha, Regal Member



**“The Member Advocate was very helpful and entertaining.”**

Cookies baked by a Regal Member  
for a Member Advocate

**“I wish I would’ve known about the program sooner. My father’s quality of life has definitely improved, and not just his appearance, but also because of his stable blood pressure and glucose. I believe Regal has over-delivered”!**

- Son of Regal Member

The Member Advocate asked all the right questions relating to my issues. I felt very comfortable with the member advocate and he really seemed interested in me. I love the support I feel I get from everyone on the Regal team. The Member Advocate was very thorough.

Sincerely,  
Jess

Thank you card from Regal Member

**“I love the support I feel I get from everyone on the Regal team....”**

Sincerely, Jess



Accompanying Regal Member to doctor's appointment



**“I have not seen any IPA do what you are doing. You are really helping the PCPs and the patients. You care. I think that Mr. B would have ended up back in the hospital. This program has prevented readmission. There has been a major improvement with him.”**

- Ruben Casabar, M.D., Regal IPA Physician

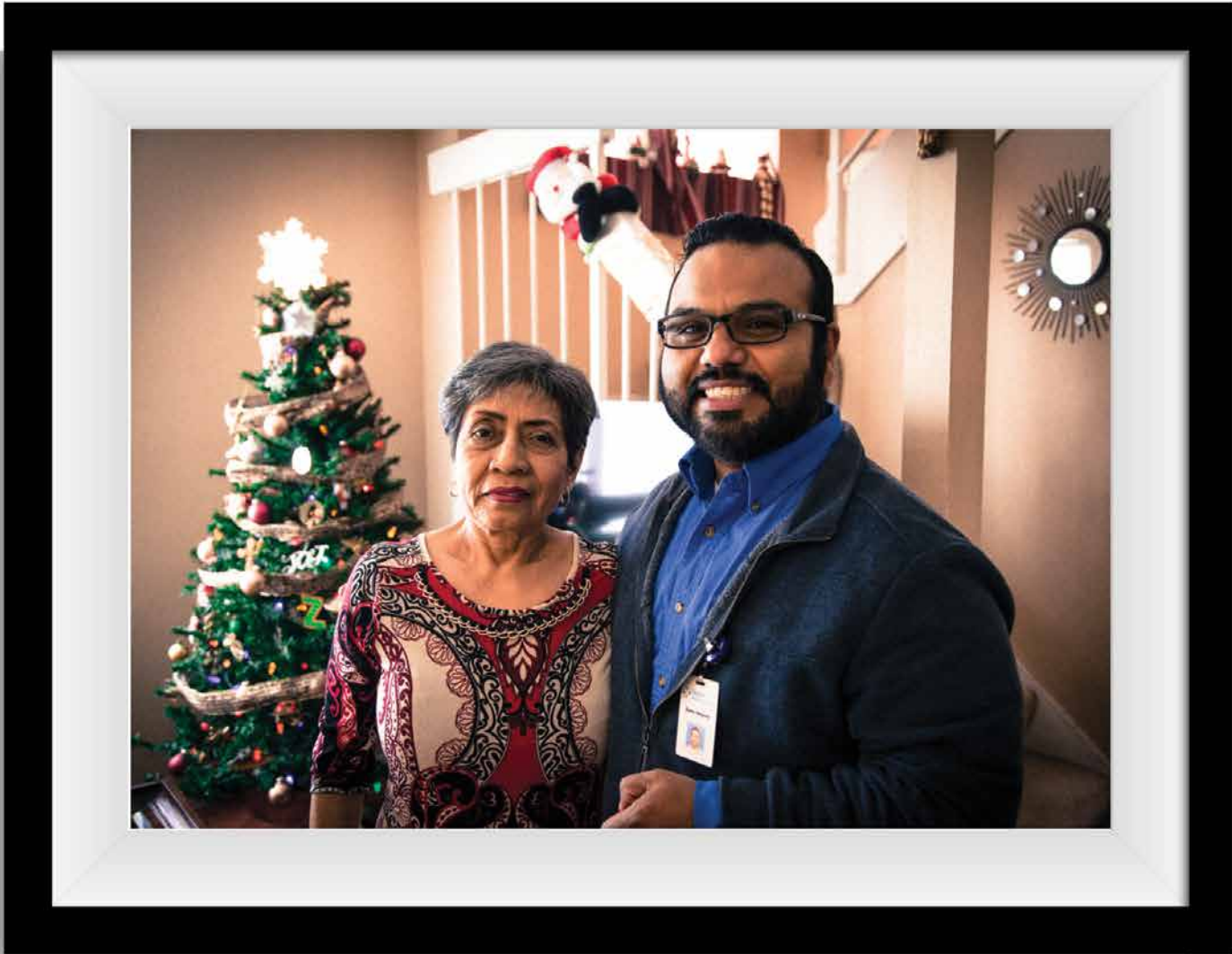


Home visit with Regal Member

**“The Member Advocates have been indispensable. They allow the care teams to do their best jobs by making healthcare approachable, easier to engage with, and patient-centered.**

**The Member Advocate program has partnered with Social Workers to develop culturally-competent, meaningful relationships with members. These relationships are vital to providing personalized care that changes lives.”**

- Beth Fleming, MS, LMFT  
Director of Social Services at Regal Medical Group



Regal Member Lucy Escalante with Member Advocate

**“The genuine thankfulness that we receive is encouraging. I like knowing that I helped someone accomplish something that they may have not been able to do without my help. I always hope that in doing so, this will make someone’s life better and healthier.”**

Eddie Negrete, Member Advocate



**“The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make some difference that you have lived and lived well.”**

– Ralph Waldo Emerson

## *Our Member Advocate Team:*

- Reduced hospital readmissions by **65%** among members visited by Member Advocates in their home
- Visited more than **2,200** members in the hospital
- Visited more than **1,300** members at home
- Covers five counties: Los Angeles, Ventura, Riverside, Orange, and San Bernardino



Learn more about our Member Advocate program.  
Call (844) 734-2563 or visit [www.regalmed.com](http://www.regalmed.com).

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