

What do patient/ family advisors do?

A patient/family advisor is a volunteer who helps improve the care experience at BIDMC. Requirements include:

- Receiving care or having a family member who has received care at BIDMC within the past two years.
- Committing 1-4 hours per month for at least a year.
- Participating in projects, committees, advisory councils, or design teams.
- Having an interest in making meaningful, positive improvements for all patients and their families.

Advisors help BIDMC improve care in a variety of ways, including:

- Sharing patient experience stories with staff members, hospital leaders and doctors.
- Helping to create or review patient information pieces and communications.*
- "E-Advising" (providing feedback by email/phone about a variety of topics).
- Providing input on facility design and accessibility.
- Participating in ongoing department committees, focus groups, staff trainings and the Patient/Family Advisory Council (PFAC).
- Assisting with research projects.
- Visiting with inpatients to gather perspectives and opportunities for improvement.

Free parking and public transportation reimbursement options are available.

For more information, please call **617-667-4608** or email pfe@bidmc.harvard.edu.

**Patient/family advisors helped create this brochure!*


Beth Israel Deaconess Medical Center

330 Brookline Avenue
Boston, MA 02215

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BETH ISRAEL DEACONESS MEDICAL CENTER
330 BROOKLINE AVE E/RO-200
BOSTON MA 02215-9759**

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a piece of tape ↓

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Beth Israel Lahey Health 
Beth Israel Deaconess
Medical Center

Become a BIDMC Patient/Family Advisor

**Your voice matters!
Make a difference!**



Patient/Family Advisor Application

If you are interested in becoming a BIDMC advisor, please complete this application. You may also apply online at bidmc.org/PFAC. If you have any questions or need this application in another form, such as an alternate language or spoken word, call **617-667-4608** or email pfe@bidmc.harvard.edu.

Please print.

Preferred name: _____

Mailing address: _____

City: _____ State: _____ Zip: _____

Preferred phone: _____ Other phone (optional): _____

Check if this is a cell phone

Check if this is a cell phone

Email address: _____

Please check if you are or have been a:

- Patient at BIDMC
- Family member of a patient at BIDMC
- Both a patient and family member

When was your most recent visit to BIDMC as a patient or family member?

- Within the past 2 years
- More than 2 years ago

What care services have you or your family member received at BIDMC? (Check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Cancer Care | <input type="checkbox"/> Ophthalmology/
Eye Unit |
| <input type="checkbox"/> Cardiology/Cardiac
Surgery | <input type="checkbox"/> Orthopedic |
| <input type="checkbox"/> Emergency Department | <input type="checkbox"/> Primary Care (at Health
Care Associates) |
| <input type="checkbox"/> Gerontology | <input type="checkbox"/> Radiology |
| <input type="checkbox"/> GI/Liver | <input type="checkbox"/> Rehabilitation Services
(PT/OT/Speech) |
| <input type="checkbox"/> Intensive Care Unit
(ICU) | <input type="checkbox"/> Surgery |
| <input type="checkbox"/> Mental Health | <input type="checkbox"/> Transplant |
| <input type="checkbox"/> Nephrology/Kidney | <input type="checkbox"/> Urology |
| <input type="checkbox"/> Neurology | |
| <input type="checkbox"/> OB/GYN/Childbirth/
Neonatal Care | |
| <input type="checkbox"/> Other/comments? _____ | |

Please tell us why you are interested in becoming an advisor.

Please provide an example of a positive experience you have had at BIDMC and/or one that could have gone better."

We strive to have a team of advisors who reflect the diversity of the patients and families we serve. Please share anything about yourself that you think would add to the diversity of our team of advisors:

Please return this application to any reception desk, scan/email it to pfe@bidmc.harvard.edu, or seal and mail it to the address on the reverse side of this brochure (no postage necessary).

Advisor assignments are based on available openings, a candidate's interests and experience, and the needs of the hospital.

Thank you for your interest!