



BE THEIR M.A.N.

M.A.N. = Medical Advocacy Navigator. Help someone be heard without taking over the conversation.

THE PATIENT LEADS. YOU SUPPORT.

Your job is to listen, remember, organize, and help close the loop - in the way the patient wants.

BEFORE THE VISIT - AGREE ON YOUR ROLE

- ☐ Ask what they want from you: note-taker, reminder, extra set of ears, or spokesperson if needed.
- ☐ Make a short list of their top questions and concerns.
- ☐ Gather the medication list, relevant records, and appointment details.
- ☐ Agree on a signal for when they want you to speak up or add something.
- ☐ Decide who will take notes.

WHAT DOES THE PATIENT WANT HELP WITH?

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DURING THE VISIT - SUPPORT, DO NOT TAKE OVER

- ☐ Let the patient answer first whenever they can.
- ☐ Take notes: diagnosis, tests, medication changes, follow-up, and red flags.
- ☐ Prompt forgotten questions without hijacking the conversation.
- ☐ Ask for clarification when instructions are confusing.
- ☐ Before leaving, ask: "Did we answer everything you wanted to ask?"

NOTES

**AFTER THE VISIT - MAKE SURE THE PLAN ACTUALLY HAPPENS**

- ☐ Review the plan together while it is still fresh.
- ☐ Write down deadlines for tests, referrals, results, and follow-up.
- ☐ Separate what the patient is responsible for from what the office is responsible for.
- ☐ If expected results or referrals do not arrive, help follow up.
- ☐ Respect the patient's choices. Advocacy means helping them be heard, not deciding for them.

THE PLAN AT A GLANCE

WHAT NEEDS TO HAPPEN?	WHO IS RESPONSIBLE?	BY WHEN?

USEFUL WAYS TO STEP IN Supportive language that does not speak over the patient.

"You had one more question about _____."

"Would it help if I add what I have noticed?"

"Could we make sure we understand the follow-up plan?"

"When should we expect the result, and who should we contact if we do not hear back?"

WHAT I NEED TO REMEMBER / FOLLOW UP ON**NO Y CHROMOSOME REQUIRED.**

A good M.A.N. listens, organizes, remembers, and shows up.