

Gathering Patient Videos: *Simple steps to help PFQC film your patients' stories*

Do you or someone you know, a friend or client, have a story about the importance of covering custom breast prostheses under Medicare? People for Quality Care wants to document these stories to share with members of Congress and government officials in order to influence change, and you can help. Think of people who have been impacted. How has their life changed after receiving a custom prosthesis? Or, how would their life change if they had access to it? Once you think of someone, follow the steps below:

- 1 | Contact the individual to get a brief summary of what they would like to say. Ask if they would be willing to share their story with People for Quality Care.
- 2 | Tell the individual that People for Quality Care will contact them if they give permission to do so, and describe the video process.

******Important information about the video interview process******

 - We work hard so that the video process is not intimidating. It is a simple conversation between a PFQC representative and the individual. We ask simple questions to help them retell their story.
 - The individual does not look into the camera, but instead at the interviewer.
 - The camera is small and no lighting is necessary. We come in jeans and t-shirts for a very informal conversation.
 - We can shoot the video at a location that is most comfortable to the customer.
 - The process will take between 1.5 to 2 hours.
- 3 | If your contact agrees to participating, **call Kelly Turner of PFQC at 866-342-6643** with their name and phone number. Briefly summarize the person's story to our staff.
- 4 | PFQC will take it from there. We will:
 - a) Contact your referral and listen to their story.
 - b) Determine how the video can be used to assist advocacy efforts.
 - c) Set up a time and date for us to meet with your referral and create a video interview. Usually we meet individuals in their homes. However, if they prefer we might seek out a neutral spot to meet. **We may ask you for assistance with this.**
 - d) Acquire a sign-off from the individual, allowing us to use their image and video for the purposes of advocacy.
 - e) Fly to your city and film your contact.
- 5 | You are welcome to join us during the video session if you are interested; however, it is not necessary for you to attend.