



# Connections Volunteers Drop-In Call

January 7, 2021



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The screenshot shows the GoToMeeting interface for a 'SHGL Drop-in Calls' session. The top bar includes the GoToMeeting logo, a 'REC' indicator, and window controls. Below the bar, there are icons for 'View Who's Talking', a participant count of '1', a chat icon, and a settings gear icon. A participant card for 'Wenda Carlson' (WC) is visible. Annotations with arrows point to the chat icon and the settings gear icon. Below the main interface, a row of four icons is shown: 'Mic' (muted), 'Camera' (off), 'Screen' (off), and 'Leave'. An arrow points to this row with the text 'Mute/Share webcam/Leave'.

**Open Chat box**

**Camera and Audio settings**  
Audio options: **1)** Select 'Computer' to use computer mic, or headset with mic plugged into computer, or **2)** Select 'Phone' and dial number shown on screen with access code and audio pin

**Mute/Share webcam/Leave**

Mic Camera Screen Leave

## Q&A: There will be time for questions after presentation

- Option #1: Pop on camera using your webcam; unmute
- Option #2: Type your question in the Chat box

A recording of this call (without webcam) will be posted on our website at:  
<https://www.nationalmssociety.org/Resources-Support/Find-Support/Connect-with-Peers-One-on-One/For-Connection-Program-Volunteers>

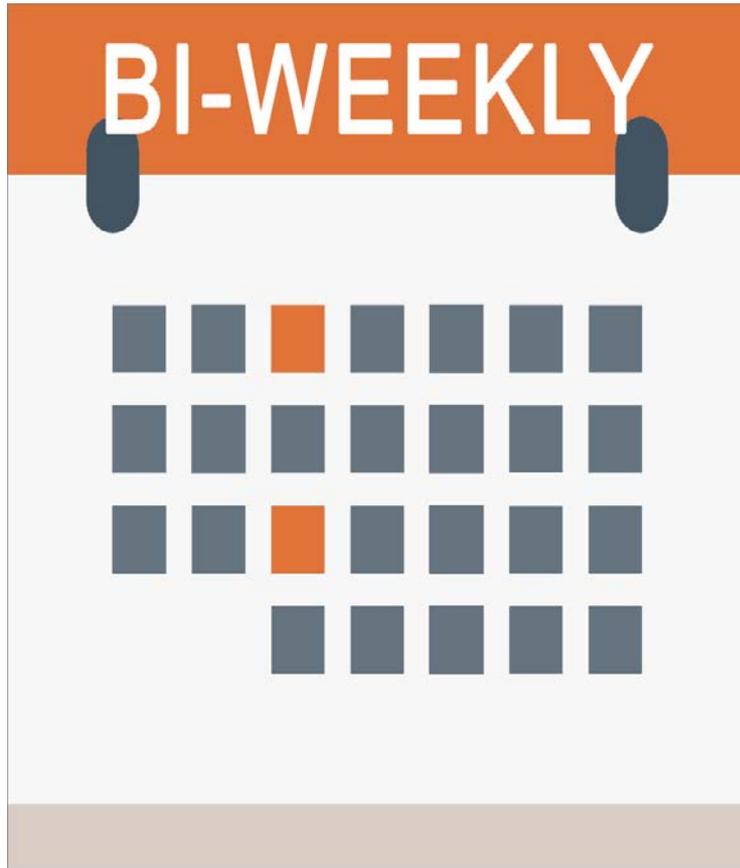
# Today's Time

- **REMINDER:** We are going digital through the foreseeable future. Status update in March 2021
- Doctors and Resources Presentation
- We are here to support you! - New support email: [peerconnections@nmss.org](mailto:peerconnections@nmss.org)
- Connections Program Volunteer Website: <http://nationalmssociety.org/peerconnectionsvolunteers>
- Questions/Feedback/Discussion

# March Update Status Review

- We will not be bringing self-help groups together in person for the foreseeable future.
- We will have more information regarding when we might be ready to do so by the end of March.

# Bi-Weekly Ongoing Drop In Call Dates



- January 7
- January 21

# Support for Leaders and Groups

- We are going digital through the foreseeable future
- Bi-Weekly Ongoing Drop In Calls
  - Thursdays at noon PST/3EST
  - January 7, 2021: Find Doctors and Resources Update
  - January 21, 2021: TBD
- MS Navigators are available to help
- Find Doctors and Resources Online



**National  
Multiple Sclerosis  
Society**

**Find Doctors and  
Resources**

***Decision Making  
Guides & Survey***

# What is included in Search feature?

- Resource category descriptions
- Search results include:
  - Services offered
  - Insurance accepted
  - Hours of operation
  - Languages spoken
  - Accessibility information
- Decision making guides

# Find Doctors & Resources

Category  Support Type  ZIP Code  Distance

## What You'll Find

Discover resources and providers near you using our Find Doctors & Resource search tool above. If you need guidance in choosing the right resources to help you live your best life with MS, see our category guides below.

Search results with these designations indicate a strong relationship with the National MS Society and the following:

 **Partners in MS Care** are healthcare providers who have demonstrated knowledge and expertise in treating patients with MS.

 **Centers for Comprehensive MS Care** address the needs of those living with MS by coordinating multi-disciplinary care, from medical, psycho-social and rehabilitation services, to provide exceptional MS care.



### Healthcare Providers

Medical providers that specialize in the diagnosis and treatment of conditions and symptoms related to MS.

[Guide to Selecting Healthcare Providers](#)



### Emotional Support

Licensed professionals and community based programs providing caregiver support, family support and education.

[Guide to Selecting Emotional Support Resources](#)



### Legal Resources

Attorneys and legal services with expertise in claims and civil matters related to MS.

[Guide to Selecting Legal Resources](#)



### Financial Assistance

Programs offering financial assistance, grants or loans for accessibility, housing and pharmaceutical needs.

[Guide to Selecting Financial Assistance Resources](#)



### Mobility & Accessibility

Services and providers for home accessibility, ramps, elevators and lifts, transportation, vehicles and mobility equipment.

[Guide to Selecting Mobility & Accessibility Resources](#)



### Home Care & Housing

Assisted living facilities, chore and personal care assistance, and adult day care programs.

[Guide to Selecting Home Care & Housing Resources](#)



### Independent Living

Local aging services that also serve individuals with disabilities of any age, centers offering independent living skills training, personal advocacy, information and referral and peer counseling and access to service dogs.

[Guide to Selecting Independent Living Resources](#)



### Medical & Assistive Equipment

Durable medical equipment, incontinence supplies, wheelchairs (power and manual), scooters, hoist lifts, aides to daily living (ADL) products such as reachers, adaptive eating utensils, canes and walkers, and cooling vests/cooling equipment.

[Guide to Selecting Medical & Assistive Equipment Resources](#)

# Guide to Selecting Healthcare Providers

Back



SHARE



## FIND DOCTORS & RESOURCES TOOL

Find healthcare providers and community resources to help you live your best life with MS.

Find Service Providers

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See mobile example on ND page

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MS is a life-long disease, which makes it critical for you to feel comfortable with your MS healthcare providers and work in partnership with them. When searching for an MS provider, it's important to know some of the credentials and understand the roles of the comprehensive care team members. To learn more, visit [developing a healthcare team](#).

While you're researching providers, think about what's important to you and consider the following:

- How long has the provider been treating MS?
- Does he/she have specialized training in MS?
- Does he/she also do MS research?
- Does the provider take your insurance?
- How far is the provider from your home or work?

## To schedule an appointment

You may not be able to find all the information you need to select a healthcare provider other than calling. In addition to the questions above, you might also want to ask:

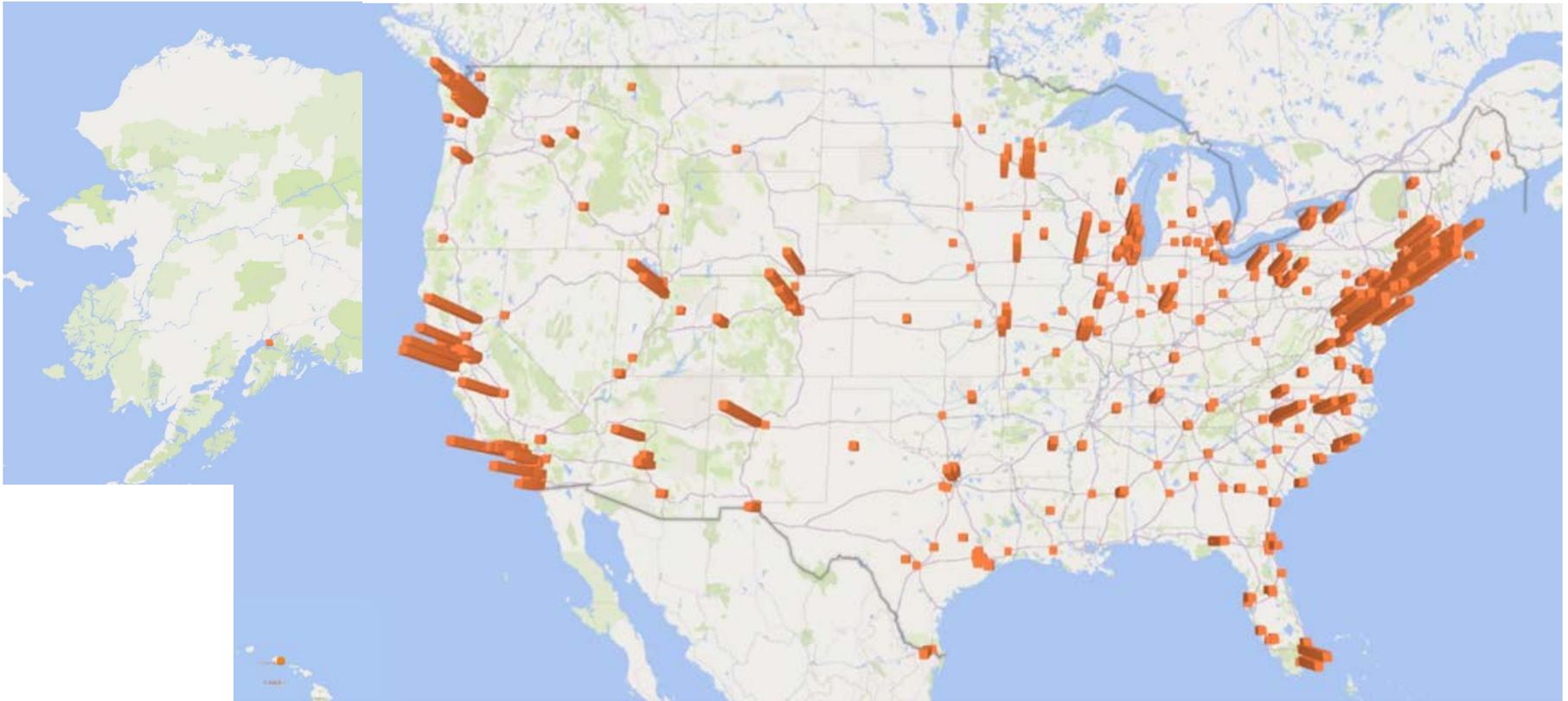
- What percentage of this provider's time is spent seeing patients with MS compared to patients with other conditions?
- If you need a referral for other services, for example, care for bladder infections, help with emotional challenges, or a driving evaluation, can this provider refer you to others with the appropriate expertise?
- Is there someone on staff, perhaps a nurse, who can help coordinate your care, such as referrals to other providers, orders for lab work or MRIs, and communicating the results back to you?
- Is the office accessible?
- Are there opportunities to participate in MS research such as clinical trials, observational studies or interventional studies?
- What do you need to send in prior to the first appointment? Or may you bring these items to the first appointment? For example, a list of medications, recent lab reports, MRI scans, and so

# We need your feedback

- 15 minutes of your time to help move this work forward
- Guide to **Selecting Healthcare Providers** will be attached in your next email with a link to a Survey
- We are looking for your thoughts and opinions on:
  - Where you currently look for this information?
  - How the guide feels to read and understand?
  - Your experience using the guide and the search tool?
  - Actions you might take following your review

# Year in Review

- 579 callers, 396 groups identified





**National  
Multiple Sclerosis  
Society**

**Society Resources  
We are Here**

# COVID 19 Vaccine Guidelines

Guidelines will be available on the Society's website, eNews and Social Media next week.

# Updated Connection Volunteer Website



**For Peer Connections Volunteers**

- Resources for Connections Volunteers
- Call Archive

SHARE [Like 0](#) [Tweet](#) [Share](#)

Welcome to the Peer Connections Volunteers resource page - we're glad you're here! Our Peer Connections Volunteers are trained individuals who focus on the needs of people affected by MS needing support. This page is designed to support you in your role(s) as a Peer Connections Volunteer by providing relevant information and resources to prepare and ensure continued success in working with individuals in the MS community.

This page provides links to general MS information, Society services and support, and the resources specific to your volunteer role. Additionally, you'll find best practices and a self-help group, handling difficult conversations, and resources to share additional emotional support.

 [Chat with an MS Navigator](#) 

# ASK an MS Expert Program Series Dates

The Ask an MS Expert program series provides an opportunity to learn more about multiple sclerosis from top MS experts.

Programs focus on trending topics related to the MS community. Experts answer your questions and MS Navigators provide live resource support throughout each program.

- January 8 -Dr. Barbara Giesser (English)
- January 15-Dr. Nancy Sicotte (English)
- January 20-Dr. Jamie Imatola (Spanish)

# Café' Con Leche

Conversation and Support in Spanish for People Living with Multiple Sclerosis

The National MS Society wants to make sure that everyone affected by MS can connect with others, feel supported, and receive reliable information regardless of where they are.

Meetings are the 2nd Tuesday of each month at 4:00 p.m. ET. For more information or to register call 1-800-344-4867, option 3, or [nationalMSSociety.org/Espanol](http://nationalMSSociety.org/Espanol)

# Updated Emotional Support Resources



## **MS Navigator®**

An MS Navigator can be reached at 1-800-344-4867 anytime 7 a.m. - 5 p.m. MT Monday-Friday. Chat is also available on the National MS Society site. MS Navigators are available by email as well at [ContactUsNMSS@nmss.org](mailto:ContactUsNMSS@nmss.org).  
<https://www.nationalmssociety.org/MSNavigator>

## **National MS Society Self-Help Groups**

National MS Society self-help groups focus on advocacy, education and empowerment by providing social and emotional support within a peer setting. Individuals come together at to seek and provide support while building a sense of community through the power of connection. <https://www.nationalmssociety.org/Resources-Support/Find-Support/Join-a-Local-Support-Group>

## **MSFriends® Helpline**

The MSFriends helpline connects interested individuals with volunteers living with MS for 1:1 peer connection via phone. MSFriends provides confidential conversations by connecting you directly to volunteers who know first-hand what is it like to live with MS. Volunteers are available 7 days a week from 7 a.m. – 10 p.m. MT.  
[www.nationalMSSociety.org/MSFriends](http://www.nationalMSSociety.org/MSFriends)

## **MSFriends® Paired**

The MSFriends paired program connects interested individuals to trained volunteer via a pairing process based on selected criteria. These connections meet via phone, email or video calls based on a mutually agreed upon availability. Email [PeerConnections@nmss.org](mailto:PeerConnections@nmss.org) to learn how to register.

## **Happy the App**

The National MS Society also has a collaboration with Happy the App to ensure that people living with MS get the emotional support they need. Happy the App is a 24/7 phone-based service provided through a mobile phone app that connects individuals experiencing everyday stresses, life struggles or feeling lonely with compassionate listeners.  
[Happy the App: National MS Society](#)

# Spanish Emotional Support Resources



## Recursos de Apoyo Emocional

### **Navegantes para la EM®**

Puede conectarse con un Navegante para la EM llamando al 1-800-344-4867 opción #3 para español, de lunes a viernes de 7 a.m. - 5 p.m. MT. También está disponible la opción de chat en la página web de la Sociedad Nacional de EM. Igualmente puede contactarlos en la siguiente dirección de correo electrónico: [ContactUsNMSS@nmss.org](mailto:ContactUsNMSS@nmss.org)  
<https://www.nationalmssociety.org/MSNavigator>

### **Grupos de Apoyo de la Sociedad Nacional de EM**

Los grupos de apoyo de la Sociedad Nacional de EM se enfocan en educación y empoderamiento a través de proporcionar apoyo social y emocional. Individuos se unen al grupo para buscar y dar soporte creando un ambiente de comunidad a través del poder de la



ANQUETTE (R), DIAGNOSED IN 2013



ANDREW (R), DIAGNOSED IN 2013



GALEN, DIAGNOSED IN 2011

# NATIONAL MS SOCIETY COMMUNITY



REBECCA (R), DIAGNOSED IN 2013



ELLECIA, DIAGNOSED IN 2011



JOSEPH (L), DIAGNOSED IN 2008



# Live Fully, Live Well

*A Wellness Program for People with MS & their Support Partners*



**MS  
WARRIOR**

**Leaders**

*MS Warrior  
Leader  
Support Group*

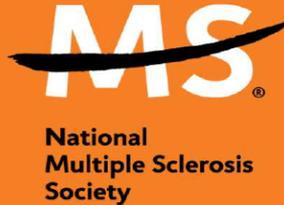
*A Support Group for  
MS Group Leaders*

*Join us on Zoom  
3rd Thursday of the month @ 4pm (EST)*

*Meeting ID 84207053474  
Passcode- Warrior*

*Contact Monica at  
**SPEAKMSTOME@GMAIL.COM***

# Tips for Successful Telemedicine



## TIPS FOR SUCCESSFUL TELEMEDICINE

for Those Living with MS



### YOUR INSURANCE COVERAGE

- Ensure that your insurance currently covers telemedicine and understand your out of pocket expense
- Check that your healthcare provider is licensed in the state you plan to receive telemedicine care



### YOUR CONNECTIVITY

- You will need a charged computer, smartphone, or tablet available with attached/integrated camera and stable bandwidth
- Consider having a care partner attend to help maneuver the camera
- Download the required platform prior to appointment, test it out, consent and consult with your practice administrator if any

### ABOUT TELEMEDICINE

#### What is telemedicine?

The use of technology to participate in healthcare at a distance, so you and your provider can connect from different locations.

#### How does it differ from in-person?

The use of technology allows for communication without being in the same location. Most aspects of a medical visit are possible – including conversation, medical history, discussion of specific problems, treatment plan and even many parts of a physical or

# Need Support Connecting Your Group?

## Resources are Available!

- ✓ Skype
- ✓ Zoom
- ✓ FaceTime
- ✓ Google Hangout
- ✓ Facebook Messenger
- ✓ Free Teleconference Tools
- ✓ Support Group finder on Society Website

***Connect with your Society Staff Partner  
to discuss your needs***

# ***SELF-HELP GROUP MEETING DISCLAIMER***

The National MS Society respects the rights of people with MS to obtain any and all information they want related to MS including information on wellness, medical treatments or complementary therapies, products and services. The information presented at this meeting does not necessarily reflect the views or official position of the National Multiple Sclerosis Society, nor carry the endorsement or support of the Society. To protect your privacy and the privacy of other members, please do not record, take screenshots, or share information about other members of this group outside of this meeting. For specific medical advice, contact your physician. For the opinion of the National Medical Advisory Committee of the National MS Society on any therapy, treatment or product, please contact your chapter at 1-800-344-4867 (1-800-FIGHT-MS), or visit our website at [nationalMSSociety.org](http://nationalMSSociety.org)

# CONNECTING LEADERS TO LEADERS

- What questions do you have?
- What questions are you getting from others?
- What resources or support would be helpful?
- Share helpful tips for other leaders.

# Connect with the National MS Society



[facebook.com/nationalMSsociety](https://facebook.com/nationalMSsociety)



[instagram.com/MSsociety](https://instagram.com/MSsociety)



[twitter.com/MSsociety](https://twitter.com/MSsociety)



[youtube.com/nationalMSsociety](https://youtube.com/nationalMSsociety)



[linkedin.com/company/  
national-MS-society](https://linkedin.com/company/national-MS-society)