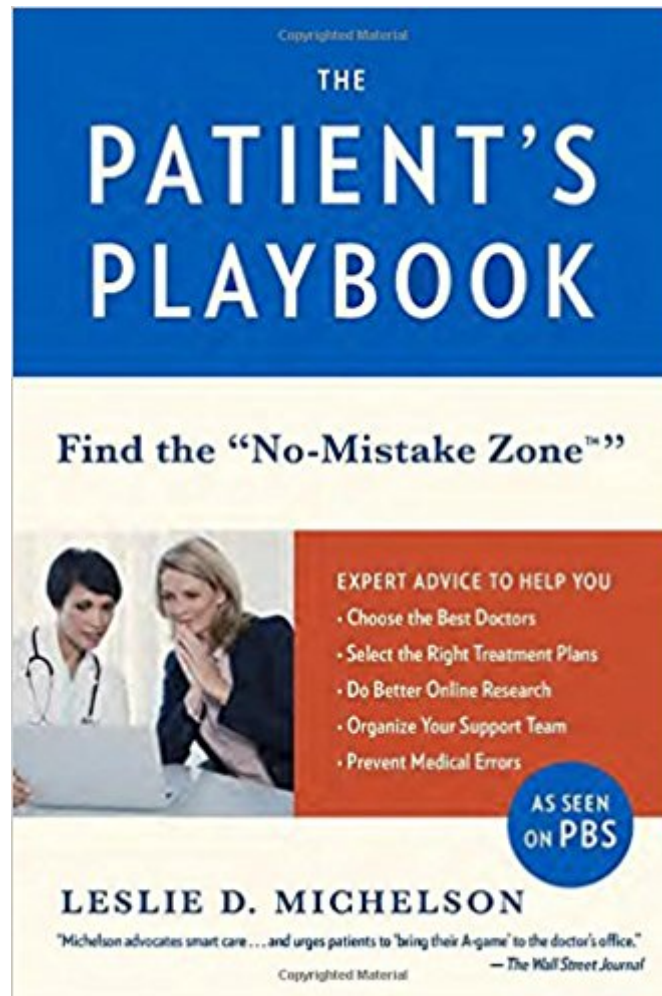




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# The Patient's Playbook: Find The "No-Mistake Zone"



## Synopsis

The Patient's Playbook is a call to action to change the way you manage your health and the health of your family. Too many Americans die each year as a result of preventable medical error—mistakes, complications, and misdiagnoses. And many more of us are not receiving the best care possible, because we don't know how to get it. Leslie D. Michelson, the founder, chairman, and CEO of Private Health Management, and former CEO of the Prostate Cancer Foundation, has devoted his life's work to helping people achieve superior medical outcomes at every stage of their lives. His real-life stories impart lessons and illuminate easy-to-follow strategies that will enable you to become a smarter, better health care consumer and to replace anxiety with confidence. EXPERT ADVICE TO HELP YOU: Choose the Best Doctors Select the Right Treatment Plans Do Better Online Research Organize Your Support Team Prevent Medical Errors

## Book Information

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## Customer Reviews

A Word from the Doctors: "The decisions you make about your medical care will have a profound impact on you and your family's life.... Successfully steering through the medical system can be a challenge. In The Patient's Playbook, Michelson gives away secrets of the trade—lessons he's learned from more than thirty years of helping people get better outcomes.... He levels the playing field by providing average patients who have ordinary health insurance with the resources, advice, and tools they need to make better medical decisions.... As a

patient, you have more power than you think. This book will help you find that power and use it to maximum advantage." — •From the Foreword by Peter T. Scardino, M.D., Chair, Department of Surgery, Memorial Sloan Kettering Cancer Center

"What a tour de force! Every health care consumer (and caregiver) can greatly benefit from this practical guide to achieving better health outcomes. Simple, actionable advice abounds, and each recommendation for how to best navigate the complex health care system is enriched with Leslie Michelson's recounting of poignant stories from his extensive experience. With this playbook, all of us can better protect our most valuable asset--our health." — •Jonathan E. Fielding, M.D., Distinguished Professor, UCLA Fielding School of Public Health and Geffen School of Medicine, and former director of the Los Angeles County Department of Public Health

Reviews: "Trust me — you need this guide because everyone at some point faces a health crisis. Michelson details, step by crucial step, how to navigate the terrifying world of doctors, hospitals, second opinions, drug trials, and insurance so you get lifesaving results." — •AARP Best Books of 2015

"Michelson implores patients to be intensely involved in their own care.... He urges patients...to 'bring their A-game' to the doctor's office...advocat[ing] smart care, not more care." — •The Wall Street Journal

"In this unique and useful book, [Michelson] maps out a plan to organize competent medical care when needed.... He provides advice and resources that help individuals become medically prepared, make sound health-care decisions, and more likely achieve favorable results.... An invaluable resource," — •The Patient's Playbook

"...can effectively assist individuals in navigating the complex and often overwhelming world of illness." — •Booklist (Starred Review)

"Unlike most how-to books, this one is thick with advice and instructions....what's at stake: Your need to obtain the best possible diagnosis and treatment from an expensive but fractured network of health care providers....The steps Michelson offers for negotiating the system mirror what his company does for patients — finding top experts and coordinating care....his insights about the importance of getting your caregivers to notice and talk to you is invaluable." — •Sarasota Herald-Tribune

"A primer on making the right moves as an active participant in your health care.... Michelson is the CEO of a company that works with patients to get the best possible care — not only from the best possible physicians...but also through guiding them through the process described in this book, one that shifts the role of care director over to the patient....with this useful book, patients can have more say over what direction treatment takes rather than just going along for the ride." — •Kirkus Reviews

From the Hardcover edition.

LESLIE D. MICHELSON — is the founder, chairman, and CEO of Private Health Management, a

unique patient-focused company dedicated to helping individuals and corporate clients obtain exceptional medical care. He is a highly sought-after expert who has spent the last thirty years guiding thousands of people through our complex health care system. Prior to founding Private Health Management in 2007, Michelson was the CEO of the Prostate Cancer Foundation. He received his B.A. from Johns Hopkins University and a J.D. from Yale Law School. He lives in Los Angeles with his wife, Beth. From the Hardcover edition.

Michelson, an attorney, has written an interesting and lively book about accessing the best care in the US health care system. The foundation of the book is a series of stories of people he has helped access care and accurate diagnosis. It is one success story after another and that certainly builds the reader's confidence in Michelson as a health system ombudsman. He goes on to advise, with the examples he has provided, on how to get the best competent care for yourself and those you love. I liked the book a lot and feel that it is a good primer for anyone approaching the US system with a serious illness. Many of Michelson's examples are people with unusual conditions or hard to diagnose illnesses. I've been an RN for 30 years and his stories were probably more transparent to me than to the lay reader. Mistakes happen all the time and some conditions (especially auto-immune) are often frustrating to get properly diagnosed and treated. I was appalled by the example of the patient with psoriatic arthritis who was not diagnosed by her dermatologist. It was evident to me at the beginning of her case study. Michelson has a glib "follow me, boys!" aura to his writing that is a tiny bit showman. Most people do not have a health policy lawyer to compile their health binder and take it to the Mayo for them. I think his connections to the superstars in medicine remove him a bit from day to day medicine experiences for the rest of us. I also think he misses one huge aspect of the health care system; the large number of people who think they have an exotic disease and do not want to hear they have plain old hypertension or diabetes. Not everyone has a rare disease. There is a reason for the old saying that when "you hear hoofbeats, think horses, not zebras". Most people can get a lot of good solid advice from this book. I'd caution people to understand the waters of the real medical system do not part as easily for regular folks as they do for Michelson. I'd also ask that in an effort to be health care assertive, people not yell, scream and throw things at their health care workers (yes, that happens). The reality is that people do die, every one of us and no matter how assertive/aggressive you are, some outcomes are inevitable. With that caveat, I liked the book and think it can be valuable for those lost in the confusion of illness and treatment.

Some very practical suggestions about how to navigate the current medical care system which is in danger of becoming so fragmented that "the right hand doesn't know what the left hand is doing" so to speak. Demonstrates how to be pro-active to protect yourself from inadvertent medical errors as you navigate through the new on-line computerized record-keeping system which, unfortunately, also lends itself to difficulty in correcting errors in health history and medications. One example is that I have had to correct my list of medications more than 3 times in my PCPs system. My medical binder, suggested by this book, has helped me to have a paper record to compare at times when I am not at my very best. Many other excellent suggestions as well which help to put together a "team" of providers who will be able coordinate the best possible care for you.

The author recommends doing far more than most people undergoing medical treatment, their families and their friends can actually manage. His book would be strengthened if it included an acknowledgement of that fact, and a prioritization of his recommendations. But very much worth the read in spite of that flaw.

This book is a gem. Michelson specializes in helping people get good medical care in serious or challenging illness, but his advice and strategies make sense for routine medical care as well. Many patients are so used to doing what the doctor says that they don't take charge of their own care -and thus get overtreated, ignored, or otherwise get less than the best outcome and care. Michelson blends personal and individual stories with an excellent set of steps and strategies for getting the best care. Speaking up for yourself, selecting a good doctor, coordinating your care, doing research that your doctor might not have time to do, being a collaborator with the doctor and an advocate for yourself, and so on. And having someone else as your quarterback, the person who coordinates things and advocates for you. And, perhaps most important, ways to make yourself seem like a person rather than a case when you're in the hospital. Much of what Michelson recommends is essentially assertiveness, and he includes what amount to scripts for handling potentially awkward conversations with medical people. So - practical information, inspiration, and personal stories that illustrate and inspire. If you are facing a health crisis or serious chronic condition in yourself or in someone close to you, read this book and put the steps and actions into practice. It really could save your life.

Recommended by an MD, this book is highly recommended for anyone contemplating going to the hospital. Among other things, it helps give the person who may be a patient back their "rights" as a

human to help make decisions about procedures, etc.

As a doctor, I enjoyed this book. It offers many ideas for taking care of your health and avoiding medical mistakes. After reading this book you won't take medicine for granted. Healthcare is so specialized and complicated that it's impossible to be familiar with every aspect. We need to be alert and questioning whenever we enter the medical system. I was recently misdiagnosed by one physician. Fortunately I sought another opinion a few days later.

This book came into our hands from a friend and it's information is extremely helpful! Not a boring read but is packed full of information all of us need to know.... It helped us locate the correct specialist for our daughter... Thank you Leslie Michelson for writing this book!

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