



Message from the President



Gratitude and Reflection

Hello AAPA Members,

As the holiday season approaches, we find ourselves reflecting on the significance of Thanksgiving in the United States. Originating in 1621, this cherished occasion is a time of gratitude and appreciation. In 2023, Arizona Association of Patient Advocates has achieved remarkable success, and we are profoundly thankful for the collaborative efforts of our members and community.

Over the course of 2023, our organization has witnessed significant accomplishments that have positively impacted our cause. Collaborative efforts have enabled us to reach new heights in areas such as community outreach, social networking, and resource development.

We are profoundly grateful for the unwavering dedication and commitment each member has demonstrated throughout the year. Their passion and relentless pursuit of our shared mission have laid the foundation for our organization's success and fostered a sense of belonging within our community.

As Thanksgiving approaches, we eagerly anticipate the opportunity to celebrate and express our gratitude alongside our members and community. This holiday season serves as a reminder to pause, reflect, and appreciate the blessings we have received.

Upcoming AAPA Meetings

Professional Members Discussion Session:

Thursday, November 30th from Noon-1pm. Register via the Zoom link that will be emailed to you. You will receive approval with the meeting link in an email. This is a recurring monthly meeting for Professional Members only.

Annual Holiday Party Thursday, December 7th from 5:30-8:30pm at the Fiesta Bowl Museum, 7135 E Camelback Rd, #190, Scottsdale, Arizona. We will have appetizers, drinks, and raffle prizes available. Admission is free, but you must register.

Members login to the website for access to the members only dashboard with meeting minutes, recordings, resources, and more.

Non-members wanting to receive email communication about happenings, including a current newsletter, please subscribe at the top of our website homepage www.ArizonaAPA.org today.

2023 AAPA Board of Directors

President – Michelle Riddle, BCPA
Secretary – Jennifer Whalen, DHSc, PA-C, BCPA
Treasurer – Kristin Hill, MD, BCPA
Director at Large – Jodie Pang-Diekevers, LMSW, BCPA

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President's Message Continued

It gives us the chance to come together, enjoy the company of loved ones, and create lasting memories.

In the true spirit of the holiday season, we plan to extend our appreciation to our members and the healthcare community by hosting our Holiday Celebration as a token of gratitude for their unwavering support and dedication. By fostering a sense of camaraderie and shared joy, we strive to strengthen the bonds within our community during this festive season.

Gratitude is a beautiful thing, and as we approach the Thanksgiving holiday, we are filled with immense appreciation for the progress, resources, and collaboration that have paved our path to success.

We wish each and every one of our members a joyous holiday season, filled with cherished moments spent alongside family and friends. Let us remember that gratitude binds us together, nourishing our hearts and inspiring us to continuously strive for a better future.

Sincerely,

Michelle Riddle, AAPA President

Congratulations to Our New Professional Members

Maureen Calderwood and Judy Hamouda have passed the Patient Advocate Certification Exam to become Board Certified Patient Advocates and have joined us now as Professional Members. The next time you see them, be sure to offer your congratulations on this wonderful accomplishment.

Patient Advocate Certification Board Update

Reminder: Summer and Fall 2020 BCPAs have a December 31, 2023 renewal deadline to complete their recertification process that includes logging continuing education credits. AAPA members can earn CE through recorded educational programs by logging in to the Member section of our website.



If you are interested in participating in a taskforce to create a subspecialty exam for advocates working with veterans and military personnel, please reach out to PACB.

PACB announced a new milestone for patient advocates: The number Board Certified Patient Advocates has passed 1200 total after the recent examination. Our numbers are growing! Congratulations to everyone!



Don't miss out on this epic event, where you can celebrate all the great work the AAPA community has done over the past year. But mostly, come relax and enjoy the festivities.

We're talking door prizes, mouthwatering appetizers, refreshing drinks, and the chance to make awesome new connections.

And the best part? It won't cost you a penny! But you do need to register.

www.arizonaapa.org/events

See you there!

AAPA Election Dates Have Changed

Wondering where your ballot is?

Don't worry, we didn't miss you! The Board of Directors postponed the election until December 1st. You will receive the electronic ballot via email and will have one week to make your choices.

We also have a write in spot for the second Director at Large position.

If you are a Professional Member, you are eligible to serve and we would love to have your guidance and support on the AAPA Board of Directors.

**AAPA Board of Directors
Election Coming Soon**



Watch for ballots coming to your email by December 1st. You have until December 7th to complete your anonymous electronic ballot.



Patient Advocate Resources

AAPA recently hosted an educational presentation on transportation resources for our clients. Members have access to an extensive list on the website for clients throughout Arizona. However, we wanted to spotlight Lyft Business Concierge as an option for your clients.



Lyft Business provides a few options that would fit what our healthcare advocacy businesses, like Lyft Concierge.

LYFT CONCIERGE

- Allows you to create programs for different groups of riders with their own payment card
- Allows you to **schedule rides** for your clients including drop off and pick up times.
- Offers **flexible rides** allowing the rider to determine when the ride is needed via a link sent by text
- Bills to the card on file but they provide reports/receipts for all rides with the riders' names. You can then bill your client for the ride cost.
- Drivers have the option to assist patients in/out of the care for those with wheelchairs or walkers that can be placed in the trunk, but assistance is not required.
- All communication with the rider is via text or telephone call; no app is used. A rider can use the Lyft app to follow their ride.
- Reports can be received daily, weekly and monthly. Receipts can be set up to send to you each time a ride occurs. The reports will have the name of the rider but it does not group the rides by rider.

Lyft Assisted

- Available in some areas.
- Provides transportation in vehicles with chair lifts
- Driver assistance is included in helping rider in/out of the vehicle.

