Step-by-Step

HEALTHCARE NAVIGATION & ADVOCACY

A practical caregiver service designed for finding clarity, care coordination, and support through healthcare systems.

OUR PURPOSE: DMS HealthCaring provides compassionate, culturally attuned healthcare navigation and advocacy that empowers individuals and families to make informed, values-based decisions. We meet people with steady guidance, deep listening, practical education, and unwavering support to arrive at informed healthcare decisions at any stage of life.

A CAREGIVER'S STEP-BY-STEP PATH

ADVOCACY:

Prepare, communicate, follow through.

1. Prepare and prioritize: List the person's symptoms, concerns, goals, medications, and most important questions before each visit.

2. Listen and document: Take notes; confirm instructions; maintain current records of medications, tests, providers, and care plans.

3. Ask for clear answers: Request plain-language explanations and repeat key information back to confirm understanding.

4. Share the person's wishes: Communicate their goals, values, cultural needs, preferences, and advance care choices.

5. Follow up and coordinate: Track referrals, results, prescriptions, appointments, and responsibilities across the care team.

NAVIGATION:

Understand, organize, connect.

1. Understand coverage: Review benefits, costs, networks, Medicare, Medicaid, private insurance, and available community resources.

2. Prepare for appointments: Bring questions, an updated medication list, insurance information, and a trusted support person when helpful.

3. Keep records organized: Gather test results, care plans, bills, insurance notices, advance directives, and provider contacts in one place.

4. Coordinate care: Share essential information among providers and clarify who is responsible for each next step.

5. Ask for help early: Contact a navigator, advocate, insurer, or community resource before a concern becomes a crisis.

DMS HEALTHCARING CAN HELP CONNECT THE PIECES

Healthcare navigation • Caregiver advocacy • Medicare • Medicaid and private insurance guidance • Community resource review • Customized care planning and referrals • Healthcare-system education • Advance directives and end-of-life care education.

A clearer path starts with one conversation.
DMS HealthCaring provides step-by-step navigation, advocacy, and consultation for individuals and families. Let us identify your next best step.

Contact Donna Skurzak for a complimentary discovery consultation.
216-406-5232 • donna@dmshealthcaring.com • dmshealthcaring.com

Educational information only; services do not replace medical, legal, or insurance advice. © 2026 DMS HealthCaring, LLC.