

# AHS PATIENT Mentor Program

## PROGRAM GUIDE



APRIL 2019

## **PURPOSE**

The goal of the *AAHS Patient Mentor Program* is to improve the quality of life of patients with a sleep disorder by connecting them with one-on-one peer support. The program gives patients who are newly-diagnosed access to patients who have experience managing their sleep disorder(s) long-term for support.

## **PROGRAM DETAILS**

The *AAHS Patient Mentor Program* connects patients with sleep disorders who have experience managing their disorder long-term with newly diagnosed patients. Mentors are not medical professionals and do not provide medical advice; mentors provide support and encouragement as the newly diagnosed patient learns to manage their disorder.

### ***Eligibility***

This program is open to patients with sleep disorders and is completely voluntary. All mentor participants are volunteers and are not paid for participation. There is no cost for mentees to participate in the program. Requirements for mentors and mentees are outlined below.

### ***Participants***

*Mentors* are patients who have been diagnosed with a sleep disorder at least 2 years prior to the participation application date, are currently managing their sleep disorder with an evidence-based treatment option and are AAHS members.

Mentors are **NOT** medical professionals and will not provide medical advice; however, the mentor is an individual who has been living with and managing a sleep disorders for several years and can provide support to newly diagnosed patients through:

- Helping newly diagnosed individuals adapt to living with a sleep disorder
- Assisting in finding resources
- Providing support, encouragement and perspective

**IMPORTANT NOTE:** The mentor relationship does not circumvent or replace the relationship between the mentee and their physician and/or other medical professionals. Mentors **MUST NOT** provide medical advice to mentees; all mentors within the AAHS Patient Mentor Program are patients with sleep disorders; however, these individuals may also be medical professionals or have professional experience addressing issues of concern brought forth by mentees. If this is the case, the mentor must recognize that they are not the mentee's medical provider and must not provide medical advice as this is the job of the mentee's medical providers. Any questions regarding the diagnosis and treatment of the disorder should be directed to the mentee's medical provider.

Providing medical advice within the mentorship relationship may result in a mentor's removal from the AAHS Patient Mentor Program.

*Mentees* are patients who have been newly diagnosed with a sleep disorder (in the last 2 years) and are looking for support as they begin treatment and/or long-term management of their disorder.

### ***Mentor Requirements***

Mentors must:

- Have a desire to help other patients with sleep disorders manage their disorders
- Be diagnosed with a sleep disorder at least two years prior to their mentor application date
- Be currently treating their disorder with an evidence-based treatment option for their disorder
- Review AAHS provided mentorship resources

- Have knowledge of different treatment options for their specific sleep disorder as well as lifestyle/non-medical management techniques beneficial to managing sleep disorder(s)
- Be available for one-on-one mentorship communications with assigned mentee(s) as agreed upon by both parties
- Participate in bi-annual AAHS program surveys
- Be a good listener who is empathetic, sincere and trustworthy
- Behave ethically and in a confidential manner when appropriate
- Currently hold AAHS membership
- Be 18 years of age or older

The AAHS reserves the right to reject or discontinue participation of any Mentor candidate if the above conditions are not met.

### ***Mentee Requirements***

Mentees must:

- Have a desire to improve their life through long-term management of their sleep disorder
- Have a need for additional support provided by a peer-to-peer mentorship relationship
- Be diagnosed with a sleep disorder within the last two years prior to their mentee application date
- Participate in bi-annual AAHS program surveys
- Behave ethically and in a confidential manner when appropriate
- Currently hold AAHS membership OR be referred by an AAHS provider member
- Be 18 years of age or older

### ***Participating in the Program***

To participate in the program, both mentors and mentees can review the program details and apply to participate in the program on the AAHS website ([www.sleepallies.org](http://www.sleepallies.org)). Everyone who wishes to participate in the program must complete and submit the online participation form.

The AAHS will review all applicants and make a determination regarding each individual's participation in the program. Each participant (mentors and mentees) must sign a Mentorship Program Participation Agreement prior to participation in the program.

Approved mentors will be added to an online directory of available mentors on the AAHS website. Their profile will include mentor information useful to prospective mentees, including the mentor's sleep disorder, current treatment, state of residence, and gender but will not include any personal identifiable information (i.e. name, contact information, address, etc.).

Approved mentees will have the ability to search the online directory of available mentors and contact the mentors through the AAHS. The AAHS will screen each mentee who wishes to contact a mentor to ensure they are approved to participate in the program and will then forward their information to the desired mentor.

The mentor will decide if they wish to mentor the individual and will notify the AAHS if they accept or deny the mentee's request. If the mentor accepts the mentee's request, the mentor must initial contact with the mentee within 5 business days. If the mentor denies the request, the AAHS will notify the mentee, who can then choose a different mentor. The AAHS will have no further involvement in the relationship between mentor/mentee beyond this notification process.

The mentor/mentee relationship is not monitored by the AAHS and all communications between mentor/mentee are initiated and conducted between the two individuals. Each participant in the program must complete an AAHS survey every 6 months regarding their satisfaction with the program.

If a mentor or mentee have any concerns while participating in the program, these concerns should be reported to AAHS staff immediately. If a mentor or mentee has immediate safety concerns, these concerns should be reported to an appropriate law enforcement agency. If a mentor or mentee fails to appropriately participate in the program, the individual will be removed from the program.

Mentees may participate in the program for two full years, after which the individual will no longer be eligible to participate in the program as a mentee but may continue participation as a program mentor through the mentor application process.