



Louisiana Health Finder was a resource from the Louisiana Department of Health and Hospitals and its “Consumers’ Right to Know” program. The website empowered visitors with information on the cost, quality, and performance of health care providers and plans. Its goal was to offer reliable health care information in a transparent and accessible way.

LDHH chose Augmental to write copy for the majority of the website, citing a need for quality work delivered under a tight deadline. SEO was not part of this project.

While the Louisiana Health Finder website is no longer publicly available, the content below serves as an example of Augmental's writing. A complete case study is available at:

<http://augmentallc.com/case-studies/website-content-development-la-department-of-health-and-hospitals/>

Louisiana Health Finder Website / Louisiana Department of Health and Hospitals

The website is now offline; the previous link to the content below was

<http://www.healthfinderla.gov/GetBetterCare.aspx?t=a>

Get Better Care – Get Involved

You have a lot of support when it comes to getting safe and effective health care, including a team made up of your doctors, nurses, other medical staff, family, and friends. To get the best care possible, it also takes your active participation in issues that affect your health.

This means being involved in decisions about your care and asking questions of your team so that you can make informed choices. It also means coming prepared for your medical appointments and treatments and then knowing the steps to take after you receive services.

Here are some ways to get the most out of your team and to have a positive experience with your health care.

1. **Get to know your caregiver.** Research shows that patients who have a good relationship with their clinicians receive better care and are happier with the treatment they get. Health concerns can be sensitive and emotionally-charged issues, so the more trust you develop with your caregivers, the better an experience you can expect during treatment.
2. **Give relevant information.** Tell your clinician about your health history, symptoms, medications, and allergies. Make sure your doctor has a complete list of all medications you are taking currently, including prescription and over-the-counter medicines, as well as dietary supplements such as vitamins and herbs.
3. **Ask for details.** During a medical appointment, hospital evaluation, or other health service, you will want information about your condition so that you can support your care and recovery. These are the times when you need to ask questions and take notes. If you are uncertain about something that was said or if you are not sure that you will remember the information, ask the caregiver to repeat it or write it down for later review.
4. **Understand your diagnosis.** The information that your caregiver provided to you may be vital to your future health. However, the medical field is complex and there are many factors that could affect your condition. Take the time to learn all that you can about treatment from your clinician, and ask for additional sources to turn to so that you can become more familiar with your diagnosis.

5. **Follow up.** After treatment, remember to schedule the appointments and lab work that your physician recommends. Also, it is important to contact your caregiver after your treatment if you have more questions, if you experience side effects, or if your symptoms get worse.
6. **Get support.** You can ask a family member or a friend to assist you when you receive services. Find someone you trust to be your “advocate”: a person who can help get things done and speak for you during health care if you are unable.
7. **Be the team leader.** Getting good health care is about taking control of your experience. By preparing for your treatment and participating in the decisions your team makes, you can expect an overall improvement in your health care.

Louisiana Health Finder has developed a series of guides to give you best practices for handling different health issues you may face. Explore them all below.

- [Guide to Medical Appointments <<link>>](#)
- [Guide to Hospitals <<link>>](#)
- [Guide to Nursing Homes <<link>>](#)
- [Guide to Medications <<link>>](#)
- [Guide to Health Care Plans <<link>>](#)

Louisiana Health Finder Website / Louisiana Department of Health and Hospitals

The website is now offline; the previous link to the content below was

<http://www.healthfinderla.gov/About.aspx?t=e>

About this Site – Medication Data

Louisiana Health Finder's Find Prescription Drug Prices section <<LINK>> includes prices for the 100 most commonly prescribed drugs. The prices come from reports by pharmacies to the Louisiana Medicaid Pharmacy Benefits Management Program. Pharmacies give the program their retail prices, which in industry terms are known as their "usual and customary" prices. A "usual and customary" price should be comparable to what a cash-paying customer without a health care plan would pay. The price does not include any savings a customer might receive through a health care plan or a discount card program. Information through Louisiana Health Finder is updated at the beginning of each month, but prices at pharmacies can change daily. As a result, the pricing on Louisiana Health Finder is not meant as a guarantee.

- See the list of the 100 most frequently prescribed medications. <<click link>>
- View the complete methodology. <<click link>>

Louisiana Health Finder Website / Louisiana Department of Health and Hospitals

The website is now offline; the previous link to the content below was

<http://www.healthfinderla.gov/CQHospitals.aspx>

Compare hospitals and then "show measure descriptions" to view this content.

Measure Descriptions, Revised for Consumer Audience

Health Plan	Measure Name	Web Name	Revised Description
Patient Safety	Death in low mortality DRGs	Death among patients with a non-serious diagnosis	Gives the rate of in-hospital deaths in patients who were unlikely to die during hospitalization. DRG stands for "Diagnostic Related Groups," a patient classification system designed by Medicare to group patients based on the resources they use in the hospital. No risk adjustments are made for this measure because the expected rate of occurrence is zero
	Foreign body left in during procedure	Foreign object left inside patient during procedure	Identifies the rate that objects were accidentally left inside of a patient during surgery or another procedure. No risk adjustments are made for this measure because the expected rate of occurrence is zero.
	Iatrogenic pneumothorax	Lung collapse	Measures the rate per 1,000 discharges of lung collapse that occurred when air leaks into the area between the lungs and chest wall (pleural space). This type of lung collapse is sometimes caused by accident during surgery or other procedures performed on the chest. This measure is risk-adjusted for age, sex, DRG and comorbidity categories.
	Post-operative hip fracture	Broken hip following surgery	Measures the rate per 1,000 surgical discharges of fractures of the hip that occurred following surgery, such as patients who broke their hip in the hospital by falling after a procedure. This measure is risk-adjusted for age, sex, DRG and comorbidity categories.
	Post-operative pulmonary embolism or deep vein thrombosis	Post-operative blood clots	Measures the rate per 1,000 surgical discharges that a blood clot in the lungs (pulmonary embolism) or a clot in the veins (deep vein thrombosis) occurred following a surgical procedure. This measure is risk-adjusted for age, sex, DRG, and comorbidity categories.