



MYASTHENIA GRAVIS  
FOUNDATION OF AMERICA, INC.®

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## MGFA PATIENT SERVICE STANDARDS

Patients seeking information and support from the Myasthenia Gravis Foundation of America (MGFA) will receive:

- Equal, courteous and respectful treatment.
- An assurance of confidentiality in the handling of their information and requests.
- Medically related information that is regularly reviewed and updated by the MGFA Medical and Scientific Advisory Board.
- Prompt and responsive handling of phone calls, emails and other requests.
- Referrals to programs, resources or events such as Chapters or Support Groups, as appropriate.
- A *Patient Packet* including a spectrum of up-to-date information on MG and the MGFA.
- Resources such as the following, but will need to provide their contact information for the MGFA database for mailings and e-mailings:
  - Newsletters such as *Foundation Focus*, and other MGFA periodicals.
  - Timely notices and reminders of new programs and events, such as Walks or educational activities (for example, the National Conference or webinars).