



National
Multiple Sclerosis
Society

MS Learn Online Feature Presentation

MS Navigator Program Featuring: Nancy Law

>>**Kate Milliken:** Hello. I'm Kate Milliken, and welcome to MS Learn Online. Living with multiple sclerosis likely means you will have many questions and will want to know what resources are available. The National Multiple Sclerosis Society is prepared to assist people impacted by MS to get the information they need. Nancy Law is the executive vice president of the Programs and Services Department of the National MS Society. Nancy, welcome to MS Learn Online.

>>**Nancy Law:** Thank you very much, Kate.

>>**Kate Milliken:** So, Nancy, how can the National MS Society actually help people get information that they might need?

>>**Nancy Law:** Searching the Internet for information about multiple sclerosis can be intimidating, confusing, and sometimes you find sites that are completely contradictory, so it can actually create more questions than answers for people. I mean, if that's the case for you, please don't hesitate, pick up the phone, call 1-800-FIGHTMS. You'll come through our national call center, which is open 10 hours a day, 9:00 to 7:00 Eastern Time, Monday through Friday. And we can connect you, then, with an MS Navigator, who will help you find the information you need, get the right answers to your questions, and direct you to perhaps services and programs that you might not even have realized were out there for you.

>>**Kate Milliken:** What kind of calls do you actually get? Can you give me some examples of people who might actually contact this number?

>>**Nancy Law:** You know, it's everything from disease-related information, questions about symptom management, help finding a neurologist who specializes in multiple sclerosis. People look for help with financial assistance, getting products or services that they might need and can't afford or don't know how to access. They may be looking for community resources. Many times they call us with questions and we refer them to our very own programs and our very own chapters because we offer social programs and educational programs, help for families. It's really our job to help listen first to what the person's specific needs are and then help navigate them to that specific service or program.

>>**Kate Milliken:** I'm surprised that the Navigator Program is not only about symptoms of MS, it almost goes way beyond that in terms of managing your world.

>>**Nancy Law:** Well beyond that. Well beyond that. And sometimes people who come to us with an initial call, as they begin to explore with one of our MS Navigators, other things become apparent. And we can talk to them and bring out things that they perhaps didn't even realize that might be useful and helpful to them. Our MS Navigators at our national call center helped connect people with their chapter staff, who can also -- we have Special Services staff at our chapters who can also help people with perhaps more intense and specific needs, and that certainly goes to finding financial assistance for things people need and can't afford.

>>**Kate Milliken:** And do you have to have MS to call 1-800-FIGHTMS?

>>**Nancy Law:** Absolutely not. You know, it's important for us to say any person who lives with multiple sclerosis or who is affected by multiple sclerosis, or even somebody who has an interest in multiple sclerosis can call that 1-800 number and get assistance with whatever their questions or their needs are. And we specifically want to say that for family members, because anyone living with this disease is someone who is deserving and often will need help and assistance.

>>**Kate Milliken:** And even people not living with the disease in a lot of ways are part of the MS experience.

>>**Nancy Law:** Absolutely.

>>**Kate Milliken:** Great. Thank you so much, Nancy. A wealth of information.

>>**Nancy Law:** Thank you, Kate.

>>**Kate Milliken:** I really appreciate your information. If you would like to get more information on multiple sclerosis, go to nationalmssociety.org, or call 1-800-FIGHT MS. This is Kate Milliken for MS Learn Online. Thank you for joining us.