

The Person You Care For Is Part of the Conversation

Something they want the healthcare professional to know

Something frustrating

Something that has improved

Something they want to be able to do

Their most important question

Something they would prefer to explain themselves

Before the Visit: Preparing for the Appointment

Healthcare professional / date / reason

The most important thing we need to discuss

Something that changed since the last visit

Something to bring or remember

Changes Since the Last Visit

Mentally

Physically

Emotionally

Daily activities / independence

Something the person says feels different

Questions We Want to Ask

Questions from the person receiving care

Questions from the caregiver

If we only have time for one question, it should be:

Medications to Discuss

Medication or question

What changed or needs clarification

What the person wants to ask

What the caregiver wants to ask

Changes or Concerns to Mention

What Happened?	When?	What They Tell Me	Question

Instructions & Recommendations

New instructions

Continue doing

Changes discussed

Therapy recommendations

Medication instructions

Something not completely understood

Tests & Procedures

Test / Procedure	Purpose	Date	Location

Referrals

Referred To	Reason	Contact	Next Step

After the Visit: What Happens Next?

Next Step	Who Will Do It?	By When?	Done

Who Is Responsible?

What belongs to the person receiving care?

What belongs to me?

What belongs to the healthcare team, pharmacy, insurer, family, or service?

Do I actually need to do this myself?

Do We Understand the Plan?

What the person understands

What I understand

Something they want clarified

Something I want clarified

Who can we contact?

How Did the Person Feel About the Visit?

What they told me

Something still on their mind

Something I should listen to rather than immediately try to solve

Healthcare Visit Record 1

BEFORE - main patient question / caregiver question / important change

DURING - important information / instructions

AFTER - next step / responsible person / follow-up / something unclear

Healthcare Visit Record 2

BEFORE - main patient question / caregiver question / important change

DURING - important information / instructions

AFTER - next step / responsible person / follow-up / something unclear

Help Navigating the Healthcare System

Possible contacts include a social worker, case manager, discharge planner, primary care office, rehabilitation team, pharmacist, home-health provider, insurance care coordinator, or community resource organization.

Problem I'm trying to solve

Someone I could ask

What I need to find out

Next step

Give the person an opportunity to answer before answering for them.

- What healthcare professionals should know about how this person communicates:**

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Healthcare Visits & Communication Reflection

Did the person participate?

Did I listen before adding my concerns?

Do we understand what happens next?

Am I taking responsibility for something someone else could handle?

One thing we'll do differently next time
