



How to Support Your Loved Ones' Care from Afar

Welcome! Thank you for coming

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Your Title
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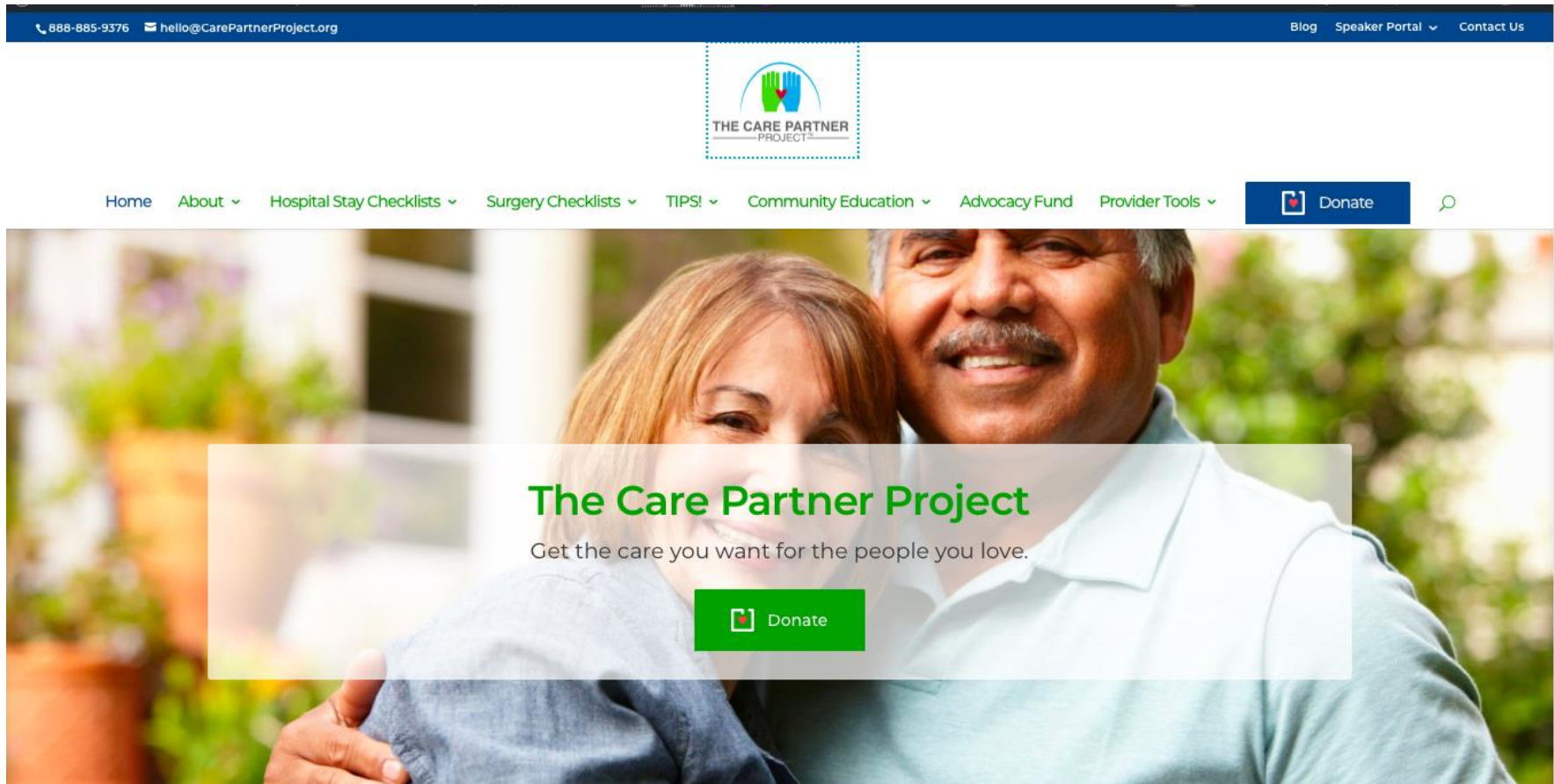
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Thank you to our hosts:

**Host Name
Organization
Event Name
Date**

This Presentation was Brought to You By...

The Care Partner Project (TheCarePartnerProject.org)



Today's Plan: Next 30 Minutes Together

Solo Patients: How to support your loved ones' medical care when they have to go it alone..

Tips and strategies

- for Dr. Appointments
- Hospital Stays

Q&A – Let's talk!





Goals for Medical Care:
When alone, not lonely
When alone, fully supported

Critical Info and Documents to Have On Hand

Prepare now for peace of mind later



Correct Medical Records Are a Must!

Gather all: review, correct, keep up.

Have them at your fingertips

Know username and passwords for all patient portals:

Check for errors (common)

- Especially the medications

Get all errors corrected!

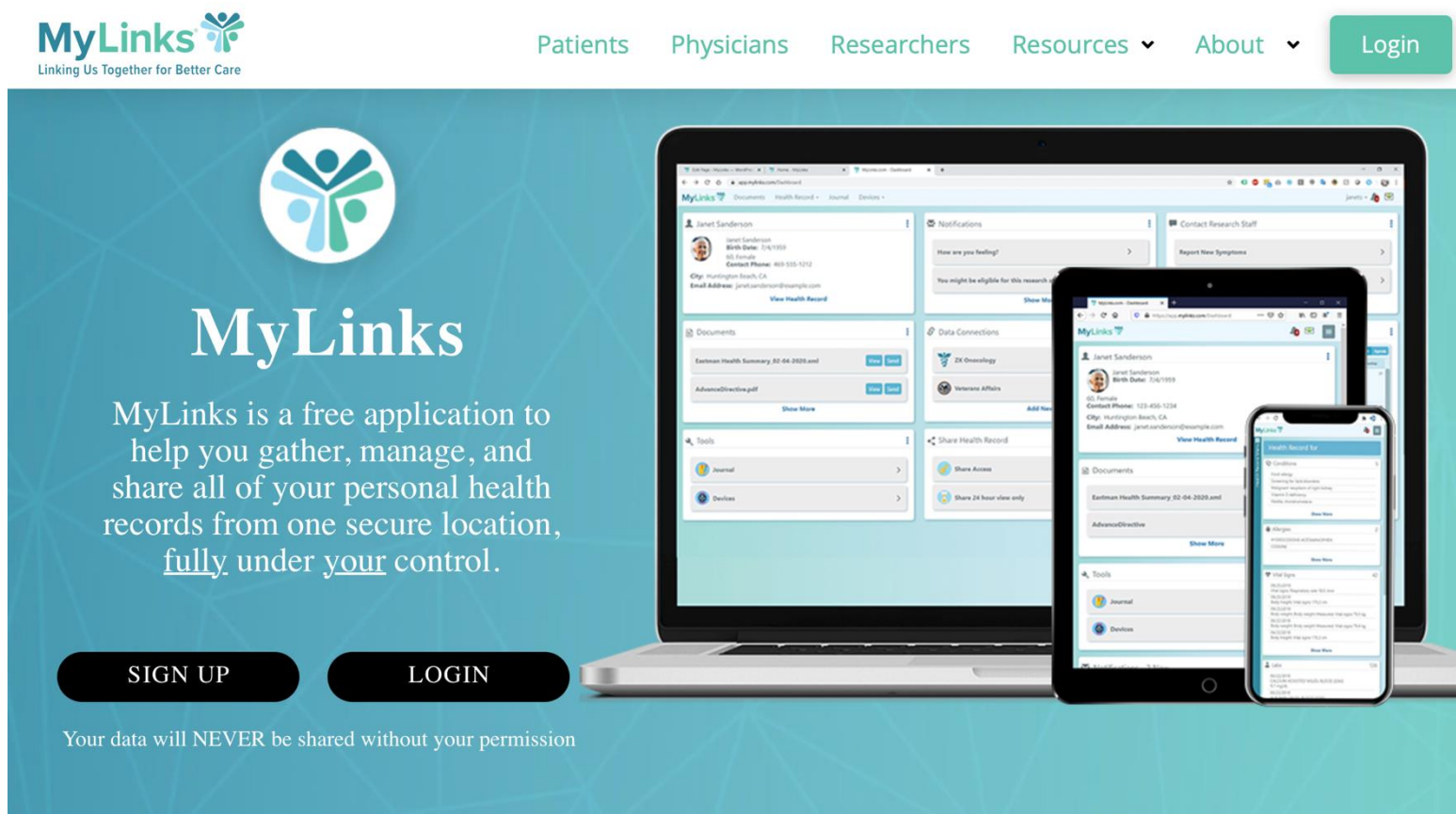
Make sure that all doctors are using correct records

Create a Medical Binder



MyLinks.com - All Records in One Place!

Free, easy to use, fast, updated in real time.



The image displays the MyLinks.com website and its mobile application interface. The website header features the MyLinks logo with the tagline "Linking Us Together for Better Care" on the left, and navigation links for Patients, Physicians, Researchers, Resources, and About on the right, along with a Login button. The main content area has a teal background with the MyLinks logo and a description: "MyLinks is a free application to help you gather, manage, and share all of your personal health records from one secure location, fully under your control." Below this are "SIGN UP" and "LOGIN" buttons, and a statement: "Your data will NEVER be shared without your permission". On the right, a laptop, tablet, and smartphone show the app's interface, which includes a user profile for Janet Sanderson, a list of documents (e.g., Eastman Health Summary), a tools section (Journal, Devices), and a data connections section (e.g., DX Oncology, Veterans Affairs).

MyLinks
Linking Us Together for Better Care

Patients Physicians Researchers Resources About Login

MyLinks

MyLinks is a free application to help you gather, manage, and share all of your personal health records from one secure location, fully under your control.

SIGN UP **LOGIN**

Your data will NEVER be shared without your permission

Put Privacy/HIPAA Legal Permission in Place

Medical providers cannot share info with you about your loved one you without their legal written permission

- Download forms from the state *where your loved one lives* (know the legal address for “snowbirds”)
- Make paper copies to share with doctors or nurses
- Store on your own phone, your loved one’s phone
- Send electronic versions to your loved one’s doctors (Follow up to confirm they are added their records.)



Necessary Documents



“Fill in the blank” versions are available for download on .gov sites **in your loved one’s state.**

Have good conversations because...

Forms can be customized

Tough issues are raised

Patient’s personal values and choices must guide

Medical Power of Attorney (aka POA)

Who will speak for me on medical decisions when I can’t?

Advanced Directives

When I can’t speak for myself, what care do I want? What I don’t want!

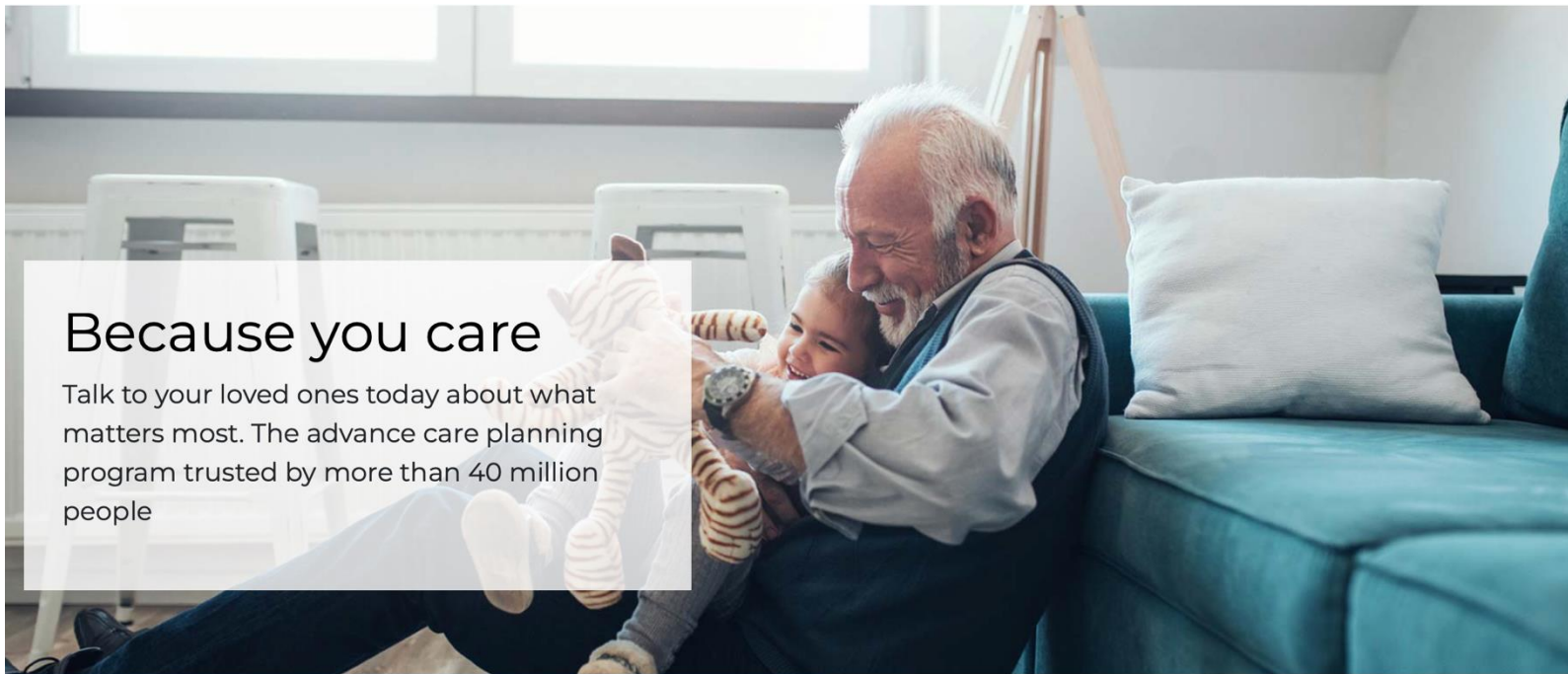
POLST/MOLST

Physician/Medical Orders for Life-Sustaining Treatment

Completed at end of life, based on your Advanced Directives with person who has medical Power of Attorney (POA)

A Great Resource: FiveWishes.com

Gentle guidance for hard conversations



Because you care

Talk to your loved ones today about what matters most. The advance care planning program trusted by more than 40 million people

Get Five Wishes Digital

Complete and sign onscreen. Buy once, change as needed.

Get Five Wishes Paper

Put pen to paper so your loved ones know what matters most to you.

How to Support Loved Ones for Dr. Appointments

When you can't go, you can still be there



For Every Appointment, Your Help is Valuable

Two heads are better than one

- Go to your loved one's dr. appointment by phone/iPad.
- Call office staff in advance to let them know.
- Expect possible reservations or push-back.
- Make your case: **you are a help to them!**

"I can make this appointment go quickly/efficiently for the doctor: I am prepared with questions that my loved one is concerned about."

"I will take notes so we won't have to call your office to bother you."

"I can help make sure my loved one understands and adheres to the doctor's instructions."

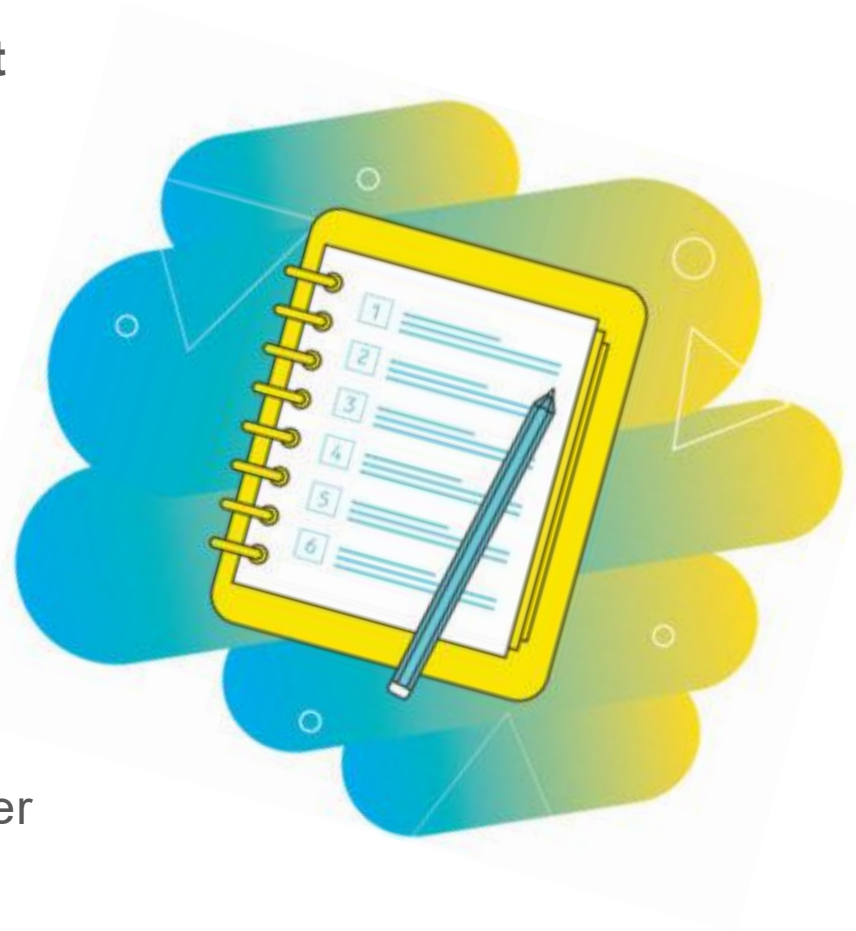


Your help makes
a difference in
care – important
to patients *and*
doctors.

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NOTES NOTES NOTES NOTES NOTES

- **With your loved one, create a list of questions and topics** to cover before any Dr. appointments.
 - List In order of **priority**
- **Take notes on** doctor's answers.
- **Ask to record** on your phone so you and your loved can listen and take notes later.
- **"Rinse and repeat"** for every contact with doctors, nurses or other care providers.





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How to Prepare for a Doctor Appointment

In-Person or Virtual—how to get the most out of every minute!

CHECKLIST
HOW TO PREPARE FOR
EVERY MEETING WITH YOUR DOCTOR

A little prep before your doctor appointment—office or online—significantly can make all the difference in your quality of care. Regardless of the type of appointment, make every minute count! Take time to prepare:

- ☒ **A written agenda**
 - Your goals for meeting (in priority order)
 - Your questions and concerns (in priority)
 - Notes on how you feel physically as well as emotionally
- You can email this agenda to your doctor in advance or upload it there prior. If you wish, Call us to help to learn more your agenda.
- ☒ **A list of all current and recent medications**
 - Prescription medicines
 - Non-prescription medicines
 - Vitamins and supplements
 - Herbal remedies
 - Vaccination history
 - Details of lab tests, alcohol, or recreational drug use
- Download our [Medication Record](#) form to make keeping track of your medication a cinch.
- ☒ **Your medical history**
 - Chronic/preexisting medical conditions or symptoms
 - Hospitalizations (by date/location)
 - Surgeries (by date/procedure)
 - Allergies

This information may be saved on your electronic profile. However, if it has never had time to review & confirm before meeting with you - and portable devices have errors (Check your portal regularly and make sure errors are corrected.)

Don't be afraid to speak up for "place space"

If your doctor uses medical terms you don't understand, simply say so. Don't avoid asking questions until you feel confident that you understand what they are telling you. Meeting doesn't want to leave any meeting confused or bewildered about your health!

Invite someone to go with you

Studies show that patients forget a lot of what their doctors say (sometimes 70%!). These conversations are packed with lots of good info. Someone at your side, or by FaceTime, can take notes if help you remember your agenda. Nothing missed!

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Calendar Icon: Shows dates from Monday to Friday.

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How to Support Your Loved One's Hospital Stay

When you can't be there, you can still stay on top of details that make a difference in quality of care



Essential for Your Loved One's Hospital Stay

How to stay connected at all times! (And why you should.)



<https://www.youtube.com/watch?v=hFJE6NymC08>

Buddy Up with a Nurse for Updates & Info



Call the nurse's station every day at the same time

- The best time is 2 – 5pm.
- Try to talk to the same nurse each time
- If your loved one is in Intensive Care (ICU), call a second time, about 10 – 11pm

Wrap up each call with:

"I'll call again tomorrow at the same time."

And... **"Thank you!"**

Topics to Cover About Your Loved One's Care

And take notes, of course!

- **Tests** ordered and results (Why ordered? Looking for?)
- **Medications** started or stopped? Why?
- **Vital signs:** Improving? Same? Worrisome?
- **Daily case conference:** what was said?
- **Daily rounds with doctors:** can you join via phone or tablet?
- **Loved one's spirits**



Arrange for Good Communication

It's OK to Ask for Help!

Ask the nurses to let you know times for morning rounds and bedside shift changes.

Ask if you can participate via phone or ipad.



Visit with your loved one via Zoom, Google Chats, Facetime.

Nurses, aids, social workers, case managers are often willing to help set up.



Be Mindful of How Busy Nurses Are

Express your respect and empathy for all their daily challenges.

“I know how busy you are. I really appreciate your time to share details about how (loved one) is doing.”

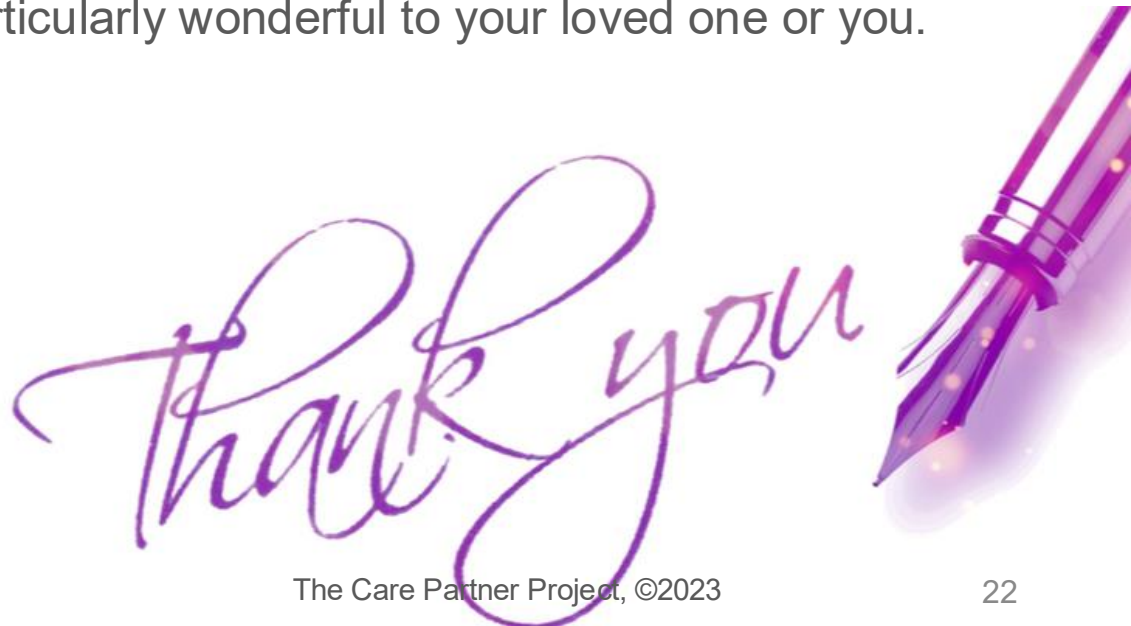


Have an Attitude of Gratitude

Health care can be stressful for everyone!

After your loved one is discharged, follow up with thank you notes to those who helped you.

Consider writing to the hospital's Medical Director and CEO to compliment any staff members who've been particularly wonderful to your loved one or you.



Let's Talk

Questions? Ideas? All welcome!



Thank you!

- If this presentation was helpful to you, kindly spread the word about today's presentation with your groups in our area.
- I speak on other topics, as well. (In person or on ZOOM!) Just call or drop me a note!

Presenter:
Insert your
headshot here.

Your Name
Credentials
Company Name
Phone Number
Email

