

Medical providers cannot share info with you about your loved one without their written permission. So, help your loved one complete:

- ☐ *HIPAA Form allowing medical team to share info with you,*
- ☐ *Medical Power of Attorney,*
- ☐ *Advance Directive/Living Will.*

Fill-in-the-blank versions are available for download on government sites in your loved one's state. (Forms can be customized).

Try to have good conversations when filling out these forms with your loved one. Everyone is entitled to have their choices reflected in their documents.



No matter how stressed or worried you may be, try for an attitude of gratitude. After your loved one is discharged, consider sending thank-you notes to those who helped you.

HOW TO HELP

SUPPORT A LOVED ONE'S HOSPITAL CARE FROM AFAR:

☐ **It's important to have your loved one's medical history on hand.**

- ☐ Know the username and password to your loved one's patient portal and check the records.
- ☐ Be sure to get corrections if you spot anything missing or incorrect. (Especially, medications!)
- ☐ Let the medical team know right away because it takes time to get records changed!



As a Care Partner, you have an important job making sure that all your loved one's doctors have sound information to help them make sound decisions.

☐ **When your loved one is in the hospital, it's okay to call the nurses' station for updates and info.**

- ☐ If you don't call yourself, ask your loved one to name one other person to handle all daily communication.
- ☐ Make sure the hospital staff knows the full name of your loved one's choice to communicate with the staff (this is a privacy policy to protect patients.)
- ☐ Please do NOT call during shift changes: from 6:30 - 7:30, morning and evening.
- ☐ Good evening times to call are:
 - 9:15pm on the Intensive Care Unit/ICU
 - 10:30p on all other units



☐ **For every call with a hospital nurse, ask about:**

- ☐ Tests ordered and results
- ☐ Medications started and stopped. (Why?)
- ☐ Vital signs. (Any trends?)
- ☐ Daily case conference notes about your loved one.
- ☐ Your loved one's spirits.

☐ **Arrange for good communication during your loved one's hospital stay:**

- ☐ Visit your loved one by smart phone or iPad.
- ☐ Ask to participate in doctor visits ("rounds") or any bedside shift change conversations by phone or iPad.
- ☐ Ask the nurses to let you know times for morning rounds.

