

PREPARE FOR A LOVED ONE'S HOSPITAL STAY:

As your loved one's Care Partner, be prepared for a lot of "paperwork" and a lot of information coming your way!

These tips will help you stay organized and feel confident that nothing slips through the cracks.

- Store the medical records on your own phone and your loved one's phone.
- Keep any paper records in a binder or folder.
- Take this folder to the hospital to collect all the paperwork your loved one will receive. Everything will be in one place!



- Bring a notebook and pens. Leave them in the room with your notes for the next "Care Partner" who will arrive for your loved one. Note any special "to do's." For example, "Please follow up on Dad's blood test results."
- Use our handy **note form** for ideas about details to track – and remember!

It's important to have your loved one's medical history at your fingertips. Know the user name and password for their medical records on their patient portal. (Note, they may have several portals, depending on the number of doctors and hospitals that have treated them.) Patients' medical records can have errors—so get corrections, as needed.

- Consider making paper copies to share with doctors or nurses** who may ask, especially if you want to make sure any errors are noted.
- Make sure all of your loved one's doctors have the same set of complete and correct records.**
- Know all the medications and vaccines** your loved one has taken over the past year. Use our **handy form** for these details.
- Know the name, address, and phone** number of your loved one's pharmacy.
- Medical providers cannot share info with you about your loved one without the patient's legal written permission.** Doctors may have their own Privacy/HIPAA forms, but you can also download one from a government site from the state where your loved one lives.
- Make copies of insurance cards and a photo ID** or snap pics with your phone.
- Go to your loved one's doctor appointment(s) with them.**
- Together create a list of questions and topics** to cover during any pre-admission doctor appointments.
- List questions in order of priority.**
- Take notes on doctor's answers or ask to record on your phone** so you and your loved can listen and take notes later. Explain as a benefit to the doctor, e.g., "We will listen to the recording later, so we won't have to call your office if we miss something today."
- Have email addresses and phone numbers for friends and family** you need to keep informed.
- Make sure you know whether your loved one wants visitors**, and if so, who is permitted—or not.
- Before a scheduled hospital stay, organize shifts** of caring family members or friends so, ideally, someone is with your loved one around the clock around the clock, or as permitted by the hospital. Just ask!

