

Managing Health & Chronic Illness Care Discussion Guide

5 Things To Talk About With Your Patients and Clients

To make a plan for the best possible care.

INFORMATION TO MAKE CHOICES

1. Let's talk about your understanding of your health or illness and treatment options:

- What's your understanding of your illness? What questions do you have for me today?
- Let's look ahead. What information do you need about the likely path of your illness, possible complications and treatments options?
- What are you experiencing in managing your daily symptoms and pain? Would you like to discuss possible treatment options?

YOUR GOALS

2. Let's discuss your goals and explore the care you want and do not want:

- Let's discuss your prognosis and goals. Have your care goals and priorities changed?
- Given your goals, values, beliefs and family concerns, what's most important to you right now?
- What frustrates or upsets you about your condition; what most concerns you about the future?
- What does a 'good quality of life' mean to you? Can you describe 'a good day'?

YOUR PLAN

3. Let's discuss your care plan and writing down your choices in planning documents:

- Let's review our plan for getting you to your goal. Here are my recommendations for next steps.
- Have you appointed a Health Care Agent; does your Agent know what you want for care?
- Have you talked with your family/Agent about your plan? Would you like to all talk together?

KNOW YOUR CHOICES

4. Let's be sure I know your choices and that your medical record is up-to-date:

- Here's my understanding of your choices for the care you want and do not want. Is that correct?
- Let's review your medical record. Does it reflect your choices? Would you like to revise/update?
- What other doctors or care providers have your medical records and know your plan?

HONOR YOUR CHOICES

5. Let's be sure your care providers can honor your choices all through your life:

- Have you needed emergency care since we last spoke? Were your choices known and honored?
- What information would you or your family/Agent like about following your plan and honoring your choices? Would you like to all talk together?