Who’s Your Agent® is a public education & engagement program to help adults make a health care plan and receive person-centered care all through their lives.

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5 Things To Talk About With Your Patients and Clients

To make a plan for the best possible care.

1. Let’s talk about your understanding of your health or illness and treatment options:
   - What’s your understanding of your illness and how it’s changing? What questions have come up?
   - Let’s look ahead. What would you like to know about possible choices you may need to consider?
   - Are the symptoms, pain, and stress of living with your illness getting harder to manage? If so, let’s explore treatment options including Palliative Care.
   - You can take time to consider your options and talk with family. Here’s our timeline for making decisions.

2. Let’s discuss your goals and explore the care you want and do not want:
   - Let’s discuss your prognosis, care goals & priorities. Have your goals and priorities changed?
   - Given your goals, values, beliefs and family concerns, what’s most important to you right now?
   - What frustrates or scares you most? Other than your health, what concerns or worries you?
   - How are you living with your illness? What’s a good day look like and what would you be doing?
   - If one day your goal includes limiting or stopping active treatments, we would make you as comfortable as possible. What concerns would you have? What does “being comfortable” mean to you?

3. Let’s discuss your care plan and writing down your choices in planning documents:
   - As I understand it, here’s the care you want and do not want. Is that correct? Let’s talk about next steps.
   - Have you appointed a Health Care Agent and told your Agent what you want for care?
   - What’s your understanding of your choices in attempting CPR and life sustaining treatment? What information would be helpful about the benefits, risks and likely outcomes given your current condition? Would you like to make care choices and write down your choices in a MOLST form?
   - As your illness progresses, you may have choices to consider about how much treatment you want to pursue for the possibly of more time. What information would you like from me?
   - What’s your understanding of hospice care and how it fits with your goals and priorities?
   - Have you talked with your family / Agent about your plan? Would you like to all talk together?

4. Let’s be sure I know your choices and that your medical record is up-to-date:
   - Let’s review your medical record and my notes to ensure your choices are up-to-date;
   - Is your updated Health Care Proxy in your medical record? If not, may I have a copy?
   - Would you like to update/revise your Health Care Proxy, Personal Directive or MOLST form?

5. Let’s be sure your care providers can honor your choices all through your life:
   - Given your personal situation, let’s talk about what would happen if emergency care is needed.
   - Let’s review who can access your medical records or has a copy of your plan? Who does not?
   - Have you talked to your family / Agent about honoring your plans? Would you like to all talk together?