

## Care Provider Guide 1: Start a Simple Conversation to Stay Well

### 5 Things to Talk About with Your Patients and Clients

Choose one or more topics and sample questions that are right for you and your patient/client to make a plan for the best possible care.

**INFORMATION****1. Let's talk about your understanding of your health condition and treatments.**

- What's your understanding of your health or illness? What would you like to know from me today?
- Let's look ahead: What information would help you plan for future care?

**YOUR GOALS****2. Let's talk about your goals and explore the care you want and do not want.**

- Tell me about your health and your goals. Are there things you'd like to be able to do?
- What's important to you - your values, family traditions, care choices and preferences?
- What worries or concerns you?
- What things make it harder to stay well? – (travel to appointments; problems with medicine; food, housing; feeling stressed; getting care close to home or at home; being alone).

**YOUR PLAN****3. Let's talk about your care plan and completing your planning documents.**

- Let's discuss your current treatment and the plan for getting you to your goals.
- Let's set some do-able goals and make adjustments if needed: what are you able to do?
- Knowing your goals and care preferences, here's what I recommend. Does that sound right?
- Would you like to complete your care planning documents? \* You can complete-
  - Health Care Proxy: You choose a trusted person called a Health Care Agent to make care decisions for you if you are not able to make decisions yourself.
  - Personal Directive: Write down what's important to you and your instructions for care.

**KNOW YOUR CHOICES**  
Update Your Plan**4. Let's be sure your plan is up to date and I know your care choices.**

- Let's review your prognosis; have your priorities and care choices changed?
- Here's my understanding of the care you want and do not want. Is that correct?
- Do you want to update or add a care planning document?
- Let's check your Health Care Proxy is in the medical record and my notes reflect your choices.

**HONOR YOUR CHOICES****5. Let's be sure your care providers can honor your choices.**

- Let's talk about what happens if you need emergency care and who can access your records.
- Would you like to bring in your family/Health Care Agent to talk about your plan?
- Would you like to talk more- shall we schedule our next conversation?

Write-in your notes.

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\*Multilingual Health Care Proxy and Personal Directive are available on the [Honoring Choices website](#).

See the **Consumer Conversation Guides Series** on our website. Guide 1 helps you start a simple conversation. Guides 2- 4 helps you manage health and chronic illness and live well with serious illness.