

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 any adjustments: 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?
- Let's review your medical record to make sure my notes reflect your choices.
- Let's check your Health Care Proxy and other documents are in your medical record.

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? Let's schedule a time to continue our conversation.

Notes:

*Multilingual Health Care Proxy and Personal Directive are available on the [Honoring Choices website](https://www.honoringchoicesmass.com).

See the **Care Provider Conversation Guide Series** [on our website](https://www.honoringchoicesmass.com). Guide 1 helps you start a simple conversation. Guides 2-4 focus on managing health & chronic illness and living well with serious illness.