

Care Provider Guide 2: Managing Health & Chronic Illness

5 Things to Talk About with Your Patients & 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 condition? What would you like to know from me today?
- Looking ahead: What information would you like about the likely path of your condition and the treatment choices you may face?

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

- What are you experiencing in managing your health? Are things changing?
- Tell me more about your goals to feel well and what you'd like to be able to do.
- What is working to help you manage your health; where do you need some help?
- What's important to you- your values, family traditions, care choices and preferences?
- What frustrates or worries you?
- What things make it harder to stay well - (travel to appointments; problems with medicine, food, housing; feeling stressed/depressed; getting care close to home/ at home; being alone; need help).

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

- Let's talk about your treatment options to stay well and get 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 or update your planning documents. * You can complete-
 - Health Care Proxy: You can choose a trusted person as your 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 MY CHOICES
Update My Plan**4. Let's be sure your plan is up to date and I know your care choices.**

- Let's review your prognosis and treatments. 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 care choices.
- Let's check that your Health Care Proxy is up to date and in your medical record.

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

- Have you needed emergency care since we last spoke? Were your choices known and honored?
- Let's talk about steps we can take now to ensure in an emergency your records are available.
- How much does your family/ Health Care Agent know about your plan? Would you like to schedule a time to talk together?
- 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](#).

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