



COMMUNICATION WITH PHYSICANS, INTERPROFESSIONALS AND HOME CARE SERVICES

PHYSICANS	INTERPROFESSIONAL CLINICIANS	HOME SUPPORT
<p>Keep a journal or diary of physical or mental complaints, unusual behaviours and questions and bring this with you to the appointment. List your concerns and questions in order of priority.</p> <p>Take a notebook with you and write down what the physician tells you- to refer to later.</p> <p>Determine the most important topic you want to discuss and start the appointment with that.</p> <p>Give specific examples of things that concern you. Instead of saying “He gets crazy in the afternoon” say “he gets anxious, he walks around the house looking for something, he gets aggressive, etc.”</p> <p>Bring a list of all current medications- both prescribed and over- the- counter medications such as pain relievers, vitamins, supplements, herbals, eye drops.</p> <p>Include the person with dementia in the conversation and give them the</p>	<p>Keep a journal or diary of questions or concerns that you may have or things that you have noted that you want to tell the Interprofessional clinicians.</p> <p>Ask the clinicians to write out any instructions, appointments or anything that they discussed with you so you can review later.</p> <p>Encourage your loved one to be part of any discussions and development of the care plan- as much as they are capable.</p> <p>If you need to discuss anything that might be too upsetting for your loved one, then arrange to talk to the interprofessionals in another room or outside.</p> <p>Ensure team members are aware of activities that define “quality of life” for your loved one eg: walking the dog, gardening or knitting, so care and treatment plans can be structured to support optimal function and autonomy.</p>	<p>Have a binder or notebook with pertinent facts about your loved one, e.g. what name they liked to be called, their likes and dislikes regarding care, any tips on how to approach, etc.</p> <p>Ask home support worker to write a brief summary of how your loved one did if you left while home support was there.</p> <p>Introduce your loved one to the home support worker every time they come- even if this worker has been at your house before. This can reassure your loved one that you are aware that “strangers” are in the house and are okay to be there.</p> <p>Include your loved one when discussing with the home support worker the plans for their visit. This may help as your loved one will be part of the planning and may be more willing to cooperate.</p> <p>If you notice that a home support worker is using an approach that is not effective with your loved one, gently suggest others methods that have worked for you. Don’t let the home support worker continue using an approach that is going to upset</p>

<p>opportunity to answer questions first- you may have to supplement their answer or gently correct it.</p> <p>Bring distractions such as snacks, magazines, etc. to keep your loved one occupied if there is a wait to see the doctor.</p> <p>If your loved one gets restless, bring a trusted friend with you to help out so you can continue the appointment.</p> <p>You may need to schedule a meeting separate from your loved one if there needs to be the discussion about topics that may upset your loved one.</p> <p>Work with the receptionist to schedule an appointment time when there will not be a long wait or that doesn't upset your loved one's routine too much (e.g., if your loved one likes to sleep in, don't make the appointment first thing in the day.)</p> <p>Ask the physician about advance care planning. When complete, leave a copy of signed documents in his/her office.</p>		<p>your loved one.</p> <p>Let the home support worker know that if your loved one doesn't want to do something the home support worker is scheduled to do- not to argue or try to force the situation, but that you will understand if something doesn't get done because your loved one refuses to do it.</p>
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