



Following is the Better Together Pocket Guide for Families. This PDF file is set up for printing. To view this guide on the screen, please use the PDF file entitled: IPFCC_Better_Together_Families_Pocket_Screen.pdf. You may print this file yourself or have it printed by a professional print or copy shop.

Page two of this file shows the front and back covers of the guide, and page three shows the inside. This PDF file will make two guides.



To print out the Better Together Pocket Guide for Families, please print page two of this PDF file.

Then put the page you printed, with the covers, back into the printer to print page three, which is the inside of the guide.

Please note that since not all printers print the same way, you may have to adjust how the page goes back into your printer so that it prints on the back of the cover sheet. You may also need to adjust which direction you put your cover sheet back through your printer to make sure that when the guide is folded as shown below, that when opened, the inside copy is positioned correctly. You may choose to print multiple sheets of page two, and then print page three on the other side, after you determine how the pages will print correctly on your printer.

Print page three, the inside of the guide.

Then fold the piece of paper in half so that the covers are on the outside as shown below.



Then cut the two guides apart on the light gray line, and you will have two of the Better Together Pocket Guide for Families.

There is space on the inside, at the bottom of each guide to place your institution's logo if desired.



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

6917 Arlington Road • Suite 309 • Bethesda, MD 20814 • 301-652-0281 • www.ipfcc.org

Trust your knowledge and insights about your loved ones values, daily life, and medical history. How you participate will be based on his/her preferences and needs, and will vary from situation to situation. The following suggestions are offered to guide you as you work TOGETHER as part of the team.

As a *family member or friend* who has been identified by a patient as a care partner, you are an integral member of the health care team, TOGETHER with the patient and doctors, nurses, and other staff. Your involvement will ensure better care, safety, and outcomes. You have an important role as spokesperson, advocate, and supporter, especially if your loved one or friend, the patient, is too sick or overwhelmed to “speak up” for him/herself.



BETTER TOGETHER

Notes



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Talk about your role with your loved one. Introduce yourself to staff and describe your relationship to the patient and how you'd like to participate in care.

Observe changes (physical, behavioral, emotional) in the patient and report them to health care providers. Ask staff what observations they would like you to routinely share.

Gather helpful information (current medications, medical history, other health care providers, and insurance) and bring it all to the hospital.

Ensure that you're present, if possible, at times when information will be shared and decisions need to be made. Keep your schedule for coming to the hospital manageable. Let staff members know how to reach you and be sure you know whom to contact for information when you're away from the bedside.

Tell staff if you have any concerns about the patient's condition or safety or if you are uncomfortable because "something just doesn't feel right."

Help with decision-making about care and treatment. Be a second set of eyes and ears for the patient. Ask questions and take notes. Encourage your loved one to participate in decision-making to the extent he or she chooses.

Enlist help from staff members with whom you are comfortable so that they can support you and your loved one as you participate in care and decision-making.

Ready yourself for the transition to home or community care. Before you leave the hospital, make sure your questions and those of the patient have been answered. Know what will be needed afterwards (medications, treatment, equipment, follow-up appointments) and what changes in the patient's condition should be reported to health care providers.

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