

COMMUNICATION WITH PHYSICANS, INTERPROFESSIONALS AND HOME CARE SERVICES

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

opportunity to answer questions first- you	your loved one.
may have to supplement their answer or	your loved one.
gently correct it.	Let the home support worker know that if
gently correct it.	your loved one doesn't want to do
Bring distractions such as snacks,	something the home support worker is
magazines, etc. to keep your loved one	scheduled to do- not to argue or try to
occupied if there is a wait to see the	force the situation, but that you will
doctor.	understand if something doesn't get done
	because your loved one refuses to do it.
If your loved one gets restless bring a	because your loved one relases to do it.
If your loved one gets restless, bring a trusted friend with you to help out so you	
can continue the appointment.	
can continue the appointment.	
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.	
that may upset your loved one.	
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.)	
appointment inst tring in the day.	
Ask the physician about advance care	
planning. When complete, leave a copy of	
signed documents in his/her office.	

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