



# Healthcare Team & Notes

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## About this Section

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### Why is this Section Important?

Keeping track of everyone on your **Healthcare Team**, can sometimes be overwhelming. Having all of the information in one place can reduce the time and frustration spent looking for ways to contact providers in times of need.

It's hard to remember everything after discharge and even during admission. This section serves as a place to keep all information received during the hospital stay using notes and communication logs.

This section provides a clear way to keep track of details about appointments, tests and procedures and community provider visits so that a caregiver/family member can make arrangements to accompany you, provide transportation and support. Details about scheduled appointments, as well as previous information and notes can be valuable when planning appointments and/or tests.

In the days leading up to healthcare appointments, you often think of questions that you may want to ask. More often than not, these are forgotten when the appointment starts, unless they are written down in advance. There is an area to keep track of questions for each appointment. You are an advocate for yourself and/or the person you're caring for. These tools can help you in that role.

### How to Use this Section

Use and adapt this section to fit your needs. Every healthcare journey is different.

#### **My Community Care Team**

This template provides a reference resource to keep track of your community care providers. In each of the bubbles you can include contact information for each person or organization. This can also give you an idea of what community resources are available and allow you to discuss with your providers about the potential role that they may have in you or your care recipient's health care.

#### **Healthcare Appointments**

Fill out the sections under healthcare appointments to keep information about upcoming and past appointments.





## About this Section

### Questions to Ask Healthcare Providers

Caregivers can be advocates for the person they care for. Here are four questions to consider asking when you interact with healthcare providers:

1. What is the main concern today?
2. What needs to be done next?
3. Why is it important to do this?
4. Who can I contact if I have questions

### Tests and Procedures

Fill out the sections under tests and procedures to keep information about tests and procedures. Recording notes – how it was tolerated, issues with preparation or recovery, etc. – can help when you schedule or plan future tests and procedures.

Use the pocket provided in this section to place things like parking receipts and upcoming appointment cards until you can log them along with any information received from health care providers.

### Notes

Notes pages are included in this section for you to record information as you need to. You could use them during a hospital stay or any other interaction with healthcare providers.

### Communication Log

Make use of the communication log during your hospital stay and hospital bedside white board to keep track of questions you have for healthcare professionals. White boards are handy because questions can be left here for answers to be obtained even when you are not present.

### Community Provider Visits

This template can be used to keep track of community visits. This can be helpful for future reference of visit dates, but there is also a space for notes that can be helpful during future visits.

### Messages I Have for Community Providers

In the days leading up to your next community visit you often think of questions that you may want to ask. More often than not, these are forgotten when the appointment gets going, unless they are written down in advance. This section also provides an area to keep track of questions for community providers.





## My Community Care Team

### Care Coordinator or Case Manager

Organization:  
Who to Contact:  
Telephone Number:

### Care Coordinator or Case Manager

Organization:  
Who to Contact:  
Telephone Number:

### Respite

Organization:  
Who to Contact:  
Telephone Number:

### Personal Support Worker

Organization:  
Who to Contact:  
Telephone Number:

### Family Physician

Organization:  
Who to Contact:  
Telephone Number:

### Nutritional Services

Organization:  
Who to Contact:  
Telephone Number:

### In-Home Nursing

Organization:  
Who to Contact:  
Telephone Number:

### Nurse Practitioner

Organization:  
Who to Contact:  
Telephone Number:

### Mobility Service

Organization:  
Who to Contact:  
Telephone Number:

### Physiotherapy

Organization:  
Who to Contact:  
Telephone Number:

### Occupational Therapy

Organization:  
Who to Contact:  
Telephone Number:

### Speech Language Pathology

Organization:  
Who to Contact:  
Telephone Number:

### Social Work

Organization:  
Who to Contact:  
Telephone Number:

### Adult Day Program

Organization:  
Who to Contact:  
Telephone Number:

### Case Worker

Organization:  
Who to Contact:  
Telephone Number:





## My Community Care Team Role Descriptions

**Care Coordinator or Case Managers** are responsible for assessing, planning, coordinating, implementing and reviewing patients' needs and services. They provide information to patients as well as referring them to alternate community resources. They may work for the Local Health Integration Network or another community agency.

**Respite** provides temporary relief for caregivers to leave for activities or rest. It can include overnight care using respite services outside the home.

**Personal Support Workers** assist caregivers in-home with daily living that can include bathing, toileting, dressing and feeding.

**Family Physician** is the physician you see on a regular basis for check-ups, they diagnose and treat illness, prescribe medications and give referrals.

**Nutritional Services** deliver food and prepared meals to caregiver homes to ensure a healthy diet and easier preparation.

**In-Home Nursing** offers accredited nurses to help with care planning, medications, wound care and other procedures to help a person with illness or injury.

**Nurse Practitioners** can diagnose and treat illness, order and interpret tests, prescribe medication, preventative care and perform procedures.

**Mobility Services** offer safe, accessible and affordable transportation. Services may include volunteer drivers or accessible vehicles.

**Occupational Therapists** help overcome the physical limitations that interfere with someone's ability to do daily tasks that are important to them.

**Physiotherapists** treat disease, injury or impairment using exercise, massage and other physical interventions to improve mobility, strength and reduce discomfort.

**Speech/Language Pathologists** help assess, diagnose, treat and prevent speech and swallowing disorders.

**Case Workers** help to administer access to different services and supports

**Adult Day Programs** offer supervised programming in a group setting and include assistance with personal care.

**Social Workers** help caregivers and their families access services to improve their quality of life and be supported at home or in the community.





## Huron Perth Healthcare Alliance Healthcare Team

If you are a patient or caregiver at any of the **four** hospitals within the **Huron Perth Healthcare Alliance (HPHA)** (**Stratford General Hospital, Seaforth Community Hospital, Clinton Public Hospital, and St. Marys Memorial Hospital**) you may notice that staff wear different coloured uniforms. To help you recognize the different roles of the hospital team, please refer to the chart below.

**\*\*It is important to note, if you are a patient or caregiver at any hospital outside of the HPHA, staff may have a different uniform policy.**

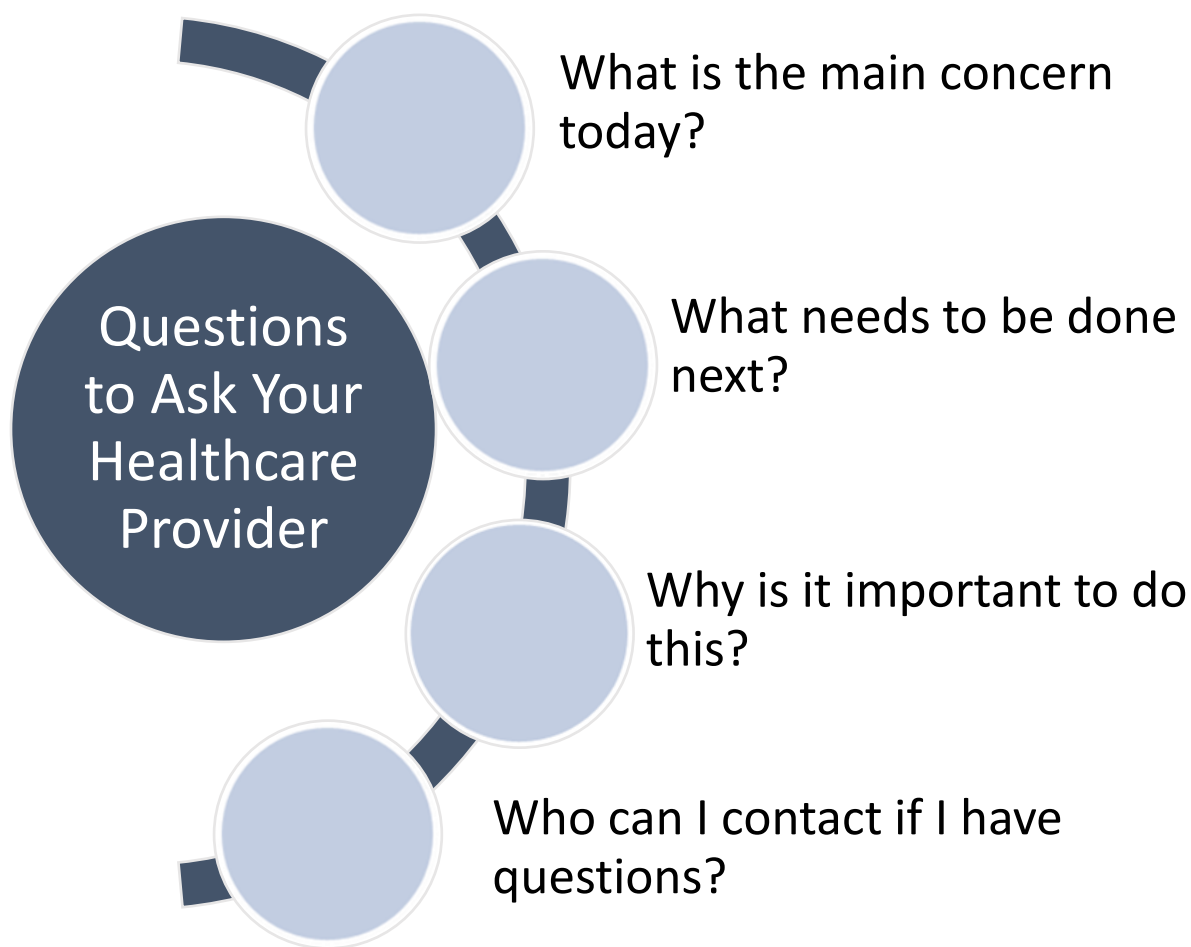
Staff/Department	Colour	
Dialysis Assistant		Teal
Personal Support Worker		
Dietitian		Black Blouses
Nutrition and Food Services Supervisor		
Diagnostic Imaging		Black
Environmental Services (Housekeeping)		Grey
Laboratory Technologists/Assistants		Caribbean Blue
Materials Management		Eggplant
Nurse		White
Nutrition Assistant		Royal Blue
Occupational Therapist		Burgundy
Physiotherapist		
Recreation Therapist		
Rehab Assistant		
Speech Language Pathology		
Pastoral Care		Grape
Patient Registration		Turquoise
Unit Clerk		
Porter		Red
Respiratory Technologist		Ceil Blue
Social Worker		Light Blue





## Questions to Ask Healthcare Providers

Caregivers can be **advocates** for the person they care for. Here are **four** questions to consider asking when you interact with healthcare providers.





## Appointment Tracking Sheet

Appointment Date	Provider Name	Location
Date:		
Time:		<input type="checkbox"/> I asked about parking, cost & map
Reason for Appointment	Supporting Documents to Bring	Notes for Appointment
Questions to Ask (i.e. what is my main problem today, what do I need to do next, why is it important)		
Next Appointment Date		Follow up Instructions
Date:	<input type="checkbox"/> We book	
Time:	<input type="checkbox"/> They book	
Appointment Date	Provider Name	Location
Date:		
Time:		<input type="checkbox"/> I asked about parking, cost & map
Reason for Appointment	Supporting Documents to Bring	Notes for Appointment
Questions to Ask (i.e. what is my main problem today, what do I need to do next, why is it important)		
Next Appointment Date		Follow up Instructions
Date:	<input type="checkbox"/> We book	
Time:	<input type="checkbox"/> They book	





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Date:		
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Reason for Appointment	Supporting Documents to Bring	Notes for Appointment
Questions to Ask (i.e. what is my main problem today, what do I need to do next, why is it important)		
Next Appointment Date		Follow up Instructions
Date:	<input type="checkbox"/> We book	
Time:	<input type="checkbox"/> They book	
Appointment Date	Provider Name	Location
Date:		
Time:		<input type="checkbox"/> I asked about parking, cost & map
Reason for Appointment	Supporting Documents to Bring	Notes for Appointment
Questions to Ask (i.e. what is my main problem today, what do I need to do next, why is it important)		
Next Appointment Date		Follow up Instructions
Date:	<input type="checkbox"/> We book	
Time:	<input type="checkbox"/> They book	





## Tests and Procedures

Procedure/Test	Date and Time	Location
	Date:	
Who ordered the procedure/test?	Time:	
		<input type="checkbox"/> I asked about parking, cost & map
Notes about procedure prep, response, recovery	Questions to Ask	
Follow up:		
Procedure/Test	Date and Time	Location
	Date:	
Who ordered the procedure/test?	Time:	
		<input type="checkbox"/> I asked about parking, cost & map
Notes about procedure prep, response, recovery	Questions to Ask	
Follow up:		
Procedure/Test	Date and Time	Location
	Date:	
Who ordered the procedure/test?	Time:	
		<input type="checkbox"/> I asked about parking, cost & map
Notes about procedure prep, response, recovery	Questions to Ask	
Follow up:		





## Notes

Procedure/Test	Date and Time	Location
	Date:	
Who ordered the procedure/test?	Time:	
		<input type="checkbox"/> I asked about parking, cost & map
Notes about procedure prep, response, recovery	Questions to Ask	
Follow up:		
Procedure/Test	Date and Time	Location
	Date:	
Who ordered the procedure/test?	Time:	
		<input type="checkbox"/> I asked about parking, cost & map
Notes about procedure prep, response, recovery	Questions to Ask	
Follow up:		
Procedure/Test	Date and Time	Location
	Date:	
Who ordered the procedure/test?	Time:	
		<input type="checkbox"/> I asked about parking, cost & map
Notes about procedure prep, response, recovery	Questions to Ask	
Follow up:		





## Notes





## Notes





## Communication Log

Question(s) For:			
Date:		Time:	
Question(s) or Concern(s):			
Response/Follow up:			
Question(s) For:			
Date:		Time:	
Question(s) or Concern(s):			
Response/Follow-up			





## Communication Log

Question(s) For:			
Date:		Time:	
Question(s) or Concern(s):			
Response/Follow up:			
Question(s) For:			
Date:		Time:	
Question(s) or Concern(s):			
Response/Follow-up			





## Community Provider Visits

Provider Name and/or Organization		This visit has an additional provider binder in the home <input type="checkbox"/> Yes <input type="checkbox"/> No
Visit Date & Time:		
Reason for Visit:		
Next Visit Date & Time:		
Notes:		
Provider Name and/or Organization		This visit has an additional provider binder in the home <input type="checkbox"/> Yes <input type="checkbox"/> No
Visit Date & Time:		
Reason for Visit:		
Next Visit Date & Time:		
Notes:		





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Provider Name and/or Organization		This visit has an additional provider binder in the home <input type="checkbox"/> Yes <input type="checkbox"/> No
Visit Date & Time:		
Reason for Visit:		
Next Visit Date & Time:		
Notes:		
Provider Name and/or Organization		This visit has an additional provider binder in the home <input type="checkbox"/> Yes <input type="checkbox"/> No
Visit Date & Time:		
Reason for Visit:		
Next Visit Date & Time:		
Notes:		





## Community Provider Log

Date	Provider	Notes about Care Provided	See Message Page
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>





## Messages I have for Community Providers

To:			
Date:		Time:	
Message:			
Response/Follow up:			
To:			
Date:		Time:	
Message:			
Response/Follow up:			

