



## **Better Communication, Better Healthcare**

### **Guardian and/or Parent Information**

**The goal of this information is to ensure excellent communication in supporting individuals with disabilities in out-of-home medical environments:**

- \*Ensure communication and improve hospital/extended medical care,
- \*Maximize the benefits of care and treatment while minimizing fear,
- \*Provide tools to help hospitals/extended care facilities deliver appropriate compassionate care,
- \*Give parents/guardians information and tools to help individuals in an extended medical care environment,
- \*Encourage parents/guardians to ask questions and take an active role in the individual's support.

#### **An Individual has a guardian:**

- \*To promote the well-being of a person with disability and to protect against neglect, exploitation, or abuse,
- \*To encourage development of maximum self-reliance and independence.

#### **Guardian Information:**

- \*Guardians have the right to any and all medical information,
- \*Guardians have the responsibility to get as much input from the individual as possible,
- \*Guardians have full authority and responsibility to make health care decisions if the individual is not able to give informed consent,
- \*Guardians have the right to decline treatment on behalf of the individual,
- \*Guardians need enough information to make an appropriate decision about a proposed medical test or treatment.

#### **Parents and Guardians....Ask Questions**

- \*Ask questions before an individual is hospitalized or is in an extended medical care facility,
- \*Talk to the current (or prospective) community residential provider, who should be your partner in providing the best for the individual. If there is no residential service provider, it is recommended that the parent/guardian read the residential service provider document,
- \*Document the individual's specific information and make certain it is understood.

#### **Some Questions to Ask and/or Consider**

- \*Does residential service provider have guardian/family complete emergency information?
- \*Will the residential service provider be able to reach the appropriate people regardless of day or time?
- \*In the event of extended medical care, will the residential service provider give all information and documents to the hospital/extended care facility?
- \*Who will be the main contact from the residential service provider in case of hospitalization of individual?
- \*Does the parent/guardian want the residential service provider to receive full information from the

hospital/extended medical care facility?

\*If guardian signs a Release of Information, who from the residential service provider will be allowed this information?

\* Will the residential service provider convey the Release of Information to the hospital/extended care facility?

\* Does the residential service provider use the Health Resume (See Health Resume)?

\*Parent/guardians should be comfortable partnering with residential service provider to identify and develop documents with the specific items that will make the individual more comfortable during hospital/extended medical stay, and help make the treatment successful. (Best way to communicate, preferred music or TV) (**See Sample Hospital Information, Health Resume**)

\*How often will the residential service provider be in contact with the hospital/extended medical care facility?

\*How often can the parent/guardian expect communication from the residential service provider when individual is hospitalized or in extended medical care facility?

\*Does the parent/guardian want to be actively involved, along with the residential service provider, in the hospital discharge plan?

\*Will the residential service provider pre-register individual with hospital, including guardianship papers and guardian contact information?